Guided Notes: We Need to Talk: Difficult & Crucial Conversations at Work?

WHAT IS A DIFFICULT CONVERSATION AND WHY CERTAIN CONVERSATIONS ARE DIFFERENT?
• Difficult conversations are anything we find _________________ with another person.
• Emotions are usually ______________________.
• People have very ___________________ __________________ about the topics.
• People worry about it ________________ ______________ and hurting the relationship.
• Often times there is a ________________ ______________ between the people.

OBJECTIVES:
• Discuss the ____ tips for having difficult conversations.
• __________________________ ways to have difficult conversations.

TIP #1
• Be ________________________.
• State your _________________ and _____________________ for having the conversation.
• You are having a _________________ and not a ____________________________ with this individual.

TIP #2
• Be ________________________.
• Write out what __________________________ and stick with the _____________________.
• Anything outside of the facts will make someone _________________ your ________________________.

TIP #3
• __________________________ out the conversation.
• You want to __________________________ of what you’re going to say, as well as __________________________ how the other person may react.
• Starting your sentences with "I” avoids __________________________ and __________________________ which are key to keeping your composure.
• " I-statements promote an __________________________ to find a solution and seek constructive change without conflict.
Communicate with G.R.I.T.

- **G**=__________________
- **R**=__________________
- **I**=__________________
- **T**=__________________
- Make sure you are fully ________________ and ________________ throughout the dialogue.

TIP #4

- Watch your ________________.
- The ________________ you use during the conversation matter.
- I recommend not beginning the conversation with, “You ________________ ________________ is about, right?”

TIP #5

- Offer a ________________.
- Nothing is worse than delivering a ________________ and leaving it at just that.
- If you’re telling an employee that they aren’t getting a raise, explain why and let them know what they need to ________________ to make that raise a ________________.

TIP #6

- Manage your ________________.
- You want to have the conversation in an ________________ and keep it ________________.
- In this situation, take a step ________________ and remove the ________________ from the ________________.
- Aim to find the ________________ and have the conversation from that place.
- How the other person responds is ________________.

TIP #7

- Be ________________.
- While your delivery of the message should be ________________, this does not mean that you shouldn’t ________________.
- If you see they’re really struggling with what you’ve said, ________________ for a minute while they collect themselves.
- If they’re really taking the news poorly, remind them that you’re delivering this ________________ to make them better, and you want to see them ________________.
- You’ll get through it. Keep the conversation focused ________________ and share both insights and opportunities to improve.
- You may want to start by saying, "I need to tell you something that might be ________________."
TIP #8
- Allow the other person to ask ______________________________.
- If you do all of talking the ____________________________ will seem like a
  ____________________________ ______________________.

TIP #9
- Make ________________________________.
- Make ___________________________ instead of ______________________________.
- What do you __________________________t?  
- How do you ___________________________ it?  
- __________________________ do you need by?
- In what __________________________ would you like it?
- The majority of the work in any conflict conversation is work you do on
  ________________________________.
- Step #1: Inquiry: Cultivate an attitude of ____________________________ and
  ____________________________.
- Step #2: Acknowledgement: Acknowledgment means showing that you’ve ____________________________ and
  ________________________________.
- Step #3: Problem-Solving: Now you’re ready to begin building solutions.

Bad News Sandwich
- The buns of the sandwich include ___________ ____________, and the meat deals with
  the ___________ __ __ __ ____________.

Don’t Make Assumptions
- What ______________________________ are you making about this person’s behavior?
- They may have feelings such as being ______________________________,  
  ______________________________, ________________, disrespected, or
  criticized but be cautious about assuming this because it may not be case.