



How To Handle Difficult Conversations



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Your Clear Next Step
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AAUW

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Activity 1


What situation is on your mind?
What type of interaction is it?



- A friend or family member
- A peer
- An employee who works for you
- A leader, board member, or someone who has authority over you
- A fellow church member
- A customer or customer representative
- A vendor or supplier
- Other

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Objectives

- ❑ I can recognize and diffuse indicators of conflict
- ❑ I can move conflicting individuals towards an effective resolution

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To Navigate Well – Manage Yourself First

Self-awareness
+
Disciplined Commitment to Improving



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The Road to Communication



Download the infographic now!

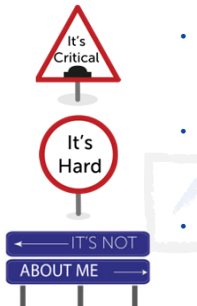
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Communication Principles




It's Critical

It's Hard

It's Not About Me

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5 Things You'll Need

1. Effective Communication

2. Safety First

3. Unconditional Positive Regard

4. Common Purpose

5. Candor

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2. Safety First

I've still got your back



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Signs that Now Is Not Your Time to Speak

– You are 100% certain that you are 100% right and they are 100% wrong

– You can feel your emotions more clearly than you can hear your thoughts

– You don't have a positive purpose for the conversation



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Communicate Safety

– Stop: Count to 10, take a sip of water

– Close your mouth, open your ears

– Make your body language friendly, warm, relaxed

– Perform whatever mental exercises you need to create calm, patience, stability

– Be gracious



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3. Unconditional Positive Regard

I value you



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How Do I Remove My "Conditions"?

- Fix your story
 - What accountability can I take for my attitude toward this situation?
 - How would someone else (an outsider) see this?
- Find a good truth
 - Separate the person from the offending behavior
 - What else could cause this person to behave this way?



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Step & Lean

1. What value of yours is being **Stepped** on?
2. What value of theirs are they **Leaning** into?



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4. Common Purpose



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Common Purposes You Might Find...

- To co-exist in the same space peacefully
- To unite against a common foe
- To heal or restore a relationship
- To build or make something together
- To serve a third person, party, or greater good



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Activity 2


Think back to that situation that you thought of at the beginning of the session.

What common purpose can you think of?



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5. Candor



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Reality Check

- We've all got "stuff"
- It's possible that we're both "right" (and "wrong")
- We can "agree to disagree" and still value each other
- Feedback is a gift – wrap it well, and say "thank you" when you receive it
- "I'm sorry" isn't true if it's followed by "but"




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- **April 26** – Empowering Changemakers at PMI CIC Meeting
- **May 11** – Thriving on Change at the State of Iowa
- **May 15-16** – Project Management Essentials at the State of Iowa
- **June 7-8** – Project Management Essentials at the State of Iowa
- **Changemakers – 1st Session: June 8**



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Changemakers...

- ❑ Operate in the best interest of the business
- ❑ Make authentic human connection
- ❑ Demonstrate change is a process, not an event

Does your organization effectively empower Changemakers?



<https://info.yourclearnextstep.com/empowering-changemakers>



People Growth



Business Growth



Organizational Change



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