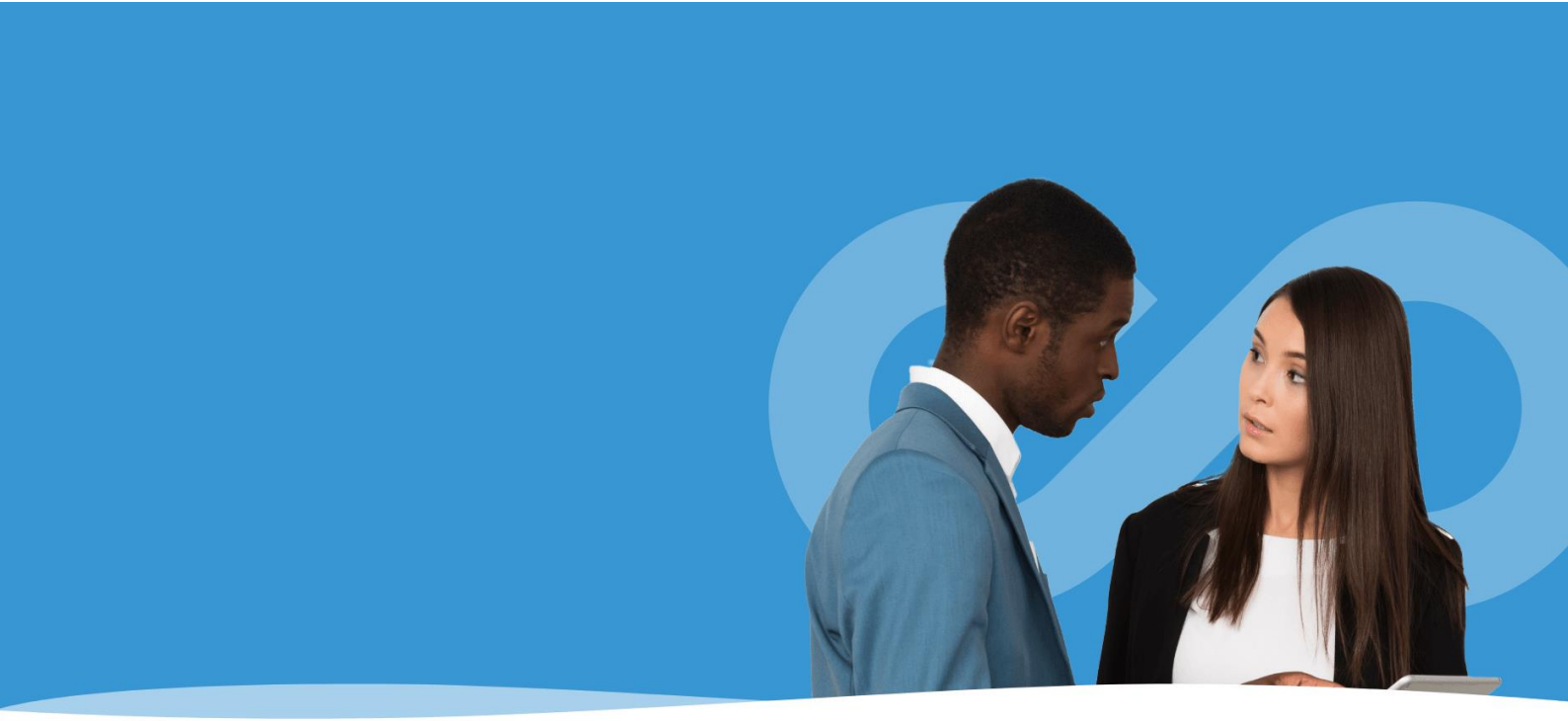




Difficult Conversations - Learning Group Guide

Chapter 1

Difficult conversations

Agenda

Forty-minute timeline

Time	Activity
5 minutes	Getting Started Everyone share: what do you want to get out of the Difficult Conversations module?
10 minutes	Create Group Agreements (these agreements are in place as long as this group is working together) As a group, what will make these learning conversations safe, engaging, fun and full of learning? Consider these (adapt as suits the group): • Confidentiality • This is a place to be open and share, except when... • Let's keep it light and suspend judgement; we are all learning You may also want to ask yourselves: • How will we make sure it is safe to speak to one another about difficult or tricky situations in our shared workplace? • How will we keep these conversations on track? • Who will organise and lead these sessions? • How long do we intend to spend on them? • What else? Please write these somewhere as you will check in on them in future meetings.
20 minutes	Discuss learning from Exercises and Actions Remind yourselves about exercises and actions from this chapter and refer to notes you made as you went through the online material. Debrief questions: • What conversations do you find difficult and why? • How comfortable are you choosing 'change the situation' (by addressing it), rather than 'change yourself' or 'leave'? • Where have you noticed unfinished business?
5 minutes	Closing Each person share: My biggest takeaway from this chapter. How I will stay aware of conversations that need to happen rather than letting my limbic system dismiss them as unnecessary.

In this chapter, you will learn:

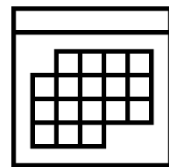


- why the limbic system makes conversations difficult
- the reasons why we avoid conversations
- to take responsibility for having conversations

Try it this week:

The rest of this module will teach you the tools you need to have those difficult conversations. For now, just notice where they are most needed.

1. Write a list of the conversations you want to have in your team, even though they feel difficult.
2. Continue to have an eye to the sticking points and opportunities over the coming week. What other conversations might be needed? Add to your list if necessary.



To take your learning further:

1. Write down your key learnings from this chapter and the conversations you want to have and take them to your **learning group** meeting to discuss.
2. Read more about the neuroscience and benefits of appreciation and gratitude in this article, [The Neuroscience of Gratitude and Effects on the Brain](#).

Be SAFE and Certain



Belonging



Status



Autonomy



Fairness



Expectations



Certainty



Threats

Cortisol
Adrenaline



Rewards

Dopamine

Three Options



Change Situation

Raise awareness, make a request, give feedback, engage in a difficult conversation.



Change Yourself

Look at the situation differently, find a different mindset or attitude, develop new skills.



Leave

Leave the group or team, leave the project, leave the company, just leave 'it' – let it go and don't engage with it.