



MASTERING DIFFICULT CONVERSATIONS

Your Guide to Uncomfy Convos in the Workplace

Tough Talks

Whether it's tackling performance concerns with a team member, offering feedback to your manager, or resolving conflicts among peers, these discussions are pivotal moments for fostering understanding and driving positive change. This guide will provide you with practical strategies to navigate these challenging dialogues with empathy and effectiveness, empowering you to cultivate stronger relationships and a positive culture at work!



Navigating the Convo

- Start by clearly defining your goals and understanding the facts.
- Create a comfortable environment for discussion in a private and neutral setting.
- **Follow the 4 Step Model:**
 - Observation: Begin with an observation of the behavior or situation.
 - Expectations: Communicate your expectations clearly.
 - Question: "Can you help me understand?"
 - Stop Talking: Allow the other person space to respond.
- Stay composed, maintain a respectful tone, and focus on the issue at hand. Avoid personal attacks and defensiveness.
- Collaborate on finding solutions that address the problem while respecting diverse perspectives.
- Conclude by summarizing key points and agreed actions. Follow up as needed to ensure progress and accountability.

Difficult Conversations

Practicing the 4 Step Model

Step 1: Observation

What am I observing that I want to discuss?

Step 2: Expectations

What are my expectations?

Step 3: Questions

"Can you help me understand?"

Step 4: Stop Talking

What insights did I gain from letting the other person speak during the conversation?

Reflection

What went well with this conversation? What could be done better next time?