



# DEVELOPMENT MASTERING DIFFICULT CONVERSATIONS

No one loves having difficult conversations. Leaders perhaps least of all. The thought of giving someone feedback they might not accept well can be intimidating, or even downright frightening.

When we are afraid, stressed, or frustrated, our body knows it. And our body can show it.

Even if you feel in control of your reactions, fear of not showing up as confident or in control can be enough to discourage you from kicking off that talk.

Take a breath. Relax.  
Difficult conversations can be easier.

## Tips to **create positive outcomes** from difficult conversations

### 1. Preparation is key

Focus on the solution you want to achieve. Visualize ta positive outcome. Put yourself in the other's shoes. How might they be feeling? Jot down key points you wish to communicate as well as the action you want to see.

### 2. Listen: conversation is a two-way street

Be ready for the conversation to shift. Listen actively, carefully consider their input and be prepared to change your path. Ensure there's still an action plan at the end, with next steps and timing..

### 3. Make space for the conversation

Be present. Make space in both your mind, and your schedule. Make sure the person you are talking to is also not feeling rushed. Silence your phone, turn off notifications.

### 4. Control your reactions

You can't control their reactions, but you can control your own. Start the conversation calmly. If you begin expecting a fight, you'll likely get that reflected back. If they react defensively or angrily, remain calm and present, and continue to move the conversation towards a resolution.

### 5. CELEBRATE the conclusion

Regardless of the outcome, take time to reflect back on your efforts. Celebrate the aspects that went well - like you controlled your emotions or clearly articulated your point. Positive reflection can help train your mind to lessen the negativity of facing future conversations.

**READY  
FOR  
MORE?**

**Forget your fears with Our Forté**

Book a call with Ashlee now and ask about workshops or 1:1 sessions to ace the art of difficult conversations.



The EDGE is thoughtfully designed to personalize business and create a thriving, sustainable culture through our four cornerstone pillars:

**Engagement | Development | Gratitude | Experience**