

Successfully Engaging In Difficult Conversations

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**Tactical Skills
for the Growing Business**

Definition: A Difficult Conversation

Is any situation where the needs, wants, or perceptions of others may be very different than my view. Opinions, feelings and emotions can run strong due to these differences.



What Gets in the Way of Having the Conversation?

- What gets in our way?
- What makes it hard?
- How did a past 'bad' experience impact you?



Dangers of Avoiding-Delaying



Filling the Silence With My Own Story



Ladder of Inference



Check Your Perception

- Practice restraint—refrain from making judgements about other's behaviors.
- Ask questions about what you see.
- Ask people what their intention is.
- Be curious about the reasons behind their actions.
- Be open to other viewpoints.



All Conversations Are Not Equal

Assess your level of risk



Low Risk

Moderate Risk

High Risk

I can effectively have this conversation.

I need to call for expert help.



Toxic Workplace Behaviors

- Trying to create sides by inappropriately involving others
- Blaming and finger pointing
- Having 'meetings' after the meeting
- Having a confidential conversation where others can overhear
- Creating drama and making a BIG deal over a small issue
- Engaging in passive aggressive activities



Strategies to Overcome Toxicity

- Engage the Triple-Filter:
 - Is it true?
 - Is it good?
 - Is it useful?
- **STOP** the person and redirect the conversation to a positive topic.
- Encourage the person to have the conversation with their leader.
- Let the person know you care about and respect the person they are targeting.
- Tell them, "This is none of my business."
- Others...



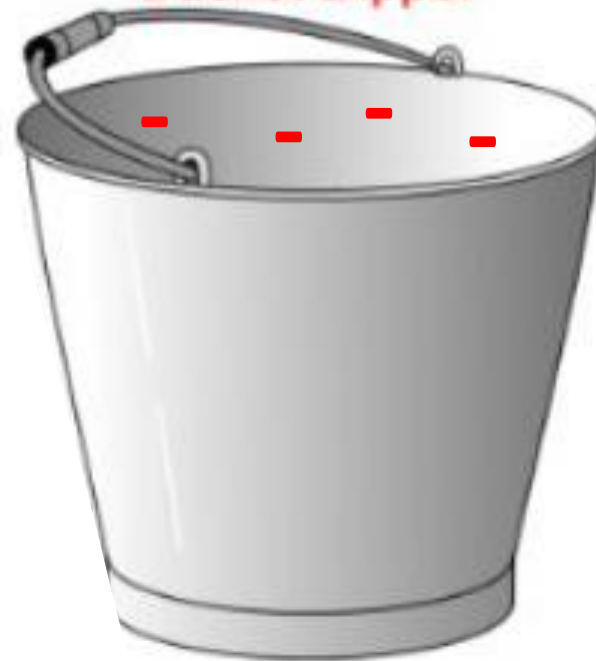
Antidote

Build Emotional Bank Accounts First

Bucket Fillers



Bucket Dipper



Tools To Get Us Going

- B.I.C.E. Conversation Planner
- Check-In Sheet
- C.A.L.M. Worksheet



B.I.C.E. Conversation Planner

- Behavior
- Impact
- Consequences
- Expectations



Check-In Sheet

An Interview Approach

<i>Guiding Questions</i>	<i>The Other Person's Perspective</i>	<i>My Perspective</i>
What worked?		
Where did you get stuck?		
What would you do differently next time?		

C. A. L. M. Worksheet

- Clarify
- Ask Questions
- Listen
- Manage Your Way To Resolution



Prepare, Plan, Practice



10 Ways To Have A Better Conversation



Final Thought

Peace is not the absence of challenges when engaging in difficult conversations, but rather the presence of creative and positive ways to engage in them.

