

# THE ART OF TOUGH CONVERSATIONS

*“The conversation is the relationship.”* – Susan Scott

## 3 TYPES OF FEEDBACK

\_\_\_\_\_ Thank you. Great Job. Way to go, etc.

Appreciation says, “You did something great and I noticed it.”

When people complain they don’t get enough feedback, they often mean they don’t feel appreciated.

\_\_\_\_\_ Helping someone improve or learn a new of doing things.

Coaching says, “Here’s a better way.”

When you stop wanting to be coached, you shut down receptivity to further growth.

\_\_\_\_\_ An assessment. A Ranking. A Score. A Percentage. A Critique.

Evaluation says, “Here’s where you stand.”

When you feel evaluated your defenses go up and your receptivity goes down.

### STEPS TO START - GIVERS

✓ Stop for a Minute & \_\_\_\_\_

✓ Right \_\_\_\_\_ / Right \_\_\_\_\_

✓ Remember the Backpack

### STEPS TO START - RECEIVERS

✓ Be Curious vs \_\_\_\_\_

✓ Fully Participate

✓ Get \_\_\_\_\_

# PREPARING FOR A TOUGH CONVERSATION & GIVING FEEDBACK

1

## WHAT IS THE ISSUE?

Exactly what is going on?

2

## WHAT IS THE IMPACT?

Who and what are being affected and to what extent?

3

## WHAT IS THE IDEAL OUTCOME?

What is the best joint resolution? Can we come up with a solution where both buy in and feel valued?



## THINK YOU'RE READY? Stop and ask a few more questions:

What do I hope to accomplish by having this conversation?

Am I creating a story in my head that's not validated?

Is this person aware of the problem or will this catch them off guard?

Am I rushing and not properly thinking this through?

Am I being respectful? Am I being kind?

Do I know the whole story or only part of it?

Is this the right time to address it?

Is this an on-going or a one-time incident?

How have I contributed to this problem?

Can any part of this be taken the wrong way?

## CRAFT A GENTLE LEAD-IN

Help me understand (your point of view, you thinking here, what you were aiming to achieve).

Doing \_\_\_\_\_ doesn't seem like your usual self.

I need your help with what just happened. Do you have a few minutes to talk?

I'd like to talk about \_\_\_\_\_. I think we have have different ideas about how to \_\_\_\_\_.

What I like about this is \_\_\_\_\_. What would make me like it even better is \_\_\_\_\_.

Can we talk about \_\_\_\_\_? I love to find a way for us to more aligned.

I have something I'd like to discuss with you that I think will help us work better together.

I'd like to talk about \_\_\_\_\_. But first, can I get your perspective on it?

Here are a few starter thoughts. What's your take?