

CRITICAL TRAINING SOLUTIONS, L.L.C.

How to Handle Difficult Conversations:

Stop Avoiding It; Learn to Master the “Hard Talk”

We all have difficult conversations, no matter how confident or competent we are. And too often, no matter what we try, things don't go well.

Should you say what you're thinking and risk possible conflict? Swallow your views and feel like a doormat? Or should you really let them have it? But...what if you're wrong?

How to Handle Difficult Conversations shows you a way out of this dilemma. It teaches you how to handle even the toughest conversations more effectively and with less anxiety.



Difficult Conversations?

- Asking for a promotion.
- Giving (or getting) a critical performance review.
- Confronting disrespectful or hurtful behavior.
- Disagreeing with the majority view in a group.
- Apologizing. To anyone. About anything.
- Saying no to your friend. Your coworker. Your boss.
- Telling your elderly parent that he or she should no longer drive the car.
- Asking someone not to smoke in your home.
- Being picked by your senior management to fire a colleague.

Learn How To:

- Separate feelings, data, and judgments (or beliefs) into discernible categories.
- Give bad news with clarity and without defensiveness.
- Use a structure that provides a framework for clarity during the “hard talk”.
- Discuss technical issues with stakeholders to improve technical decision-making.
- Provide a framework for mutual learning during difficult conversations.
- Kill the anxiety around and overcome avoidance of difficult conversations.
- Expand or contract the intensity according to observations and desired outcomes.
- Decide when, **or even if**, a difficult conversation is appropriate.
- Use Directional Dialogue© to lessen tension and achieve cooperative listening.