



CORE ELEVATION

Conversations That Make You Sweat



**A NOTHING-BUT-TACTICS
SERIES FOR LEADERS**

HOW TO HAVE
TOUGH
CONVERSATIONS

**The Framework for Great Leaders
to Say What Needs to Be Said
When the Pressure Is On**

AMANDA & GENE HAMMETT

Is there a
TOUGH
CONVERSATION
you need to have?

Why Tough Conversations Matter

The Epidemic of Avoiding Conflict

What is the cost of
AVOIDANCE?

Cost to Organization/Team Culture

Cost to the Person

Cost to the Bottom Line

Cost to You

3 Subgroups

Avoiders

- Most people fall into this category
- Tend to let things fester and eventually explode

Procrastinators

- Know they should have conversation, but have other productive things to do
- Tend to let things fester and eventually explode

Divers

- Dive in immediately
- Tend to let emotions control
- Tend to not think consequences through

Which group are you?

CEOs Rate Effectiveness with Difficult Conversations



CEOs



**Executive
Leaders**



Managers

The Tough Conversations Framework

Before

- E** EMOTIONS and Managing Yours
- M** MAKE a Plan

During

- P** PRESENCE is essential
- A** ACKNOWLEDGE that the feedback may be difficult to hear
- T** Take your TIME and be patient
- H** HOLD your tongue and Practice Active Listening
- E** EXPLICIT in your expectations from this conversation
- T** TACTICAL plans

After

- I** ISSUE documentation
- C** CARE for your team member

BEFORE the conversation

E - Check Your EMOTIONS

M - Make a PLAN

Prep Questions:

- What would you like the outcome to be?
- How would you like to feel or what would you like to be able to do after the discussion?
- What is the issue?
- What impact is it having now and in the future?
- How have you contributed to the issue?
- Ask yourself what did you miss?
- What is the ideal outcome of this conversation?
- How is this person likely to react to the conversation?
- You want to be sure and plan this around the other person so that you can plan for likely scenarios.
- What is the best way to make sure you will get a commitment to action from this conversation?
What do you really want to say but you have some fear or blockage around?
- Find a time and a place that the difficult conversation will get the best results.

What if you have already had a similar conversation?

Name the pattern

DURING the conversation

P - Be fully PRESENT for this conversation

A - ACKNOWLEDGE that this may be difficult to hear

T - Take your TIME and ask the right questions

H - HOLD your tongue

E - Be EXPLICIT in your expectations after this conversation

T - Create TACTICAL plans

AFTER the conversation

I - ISSUE documentation

C - Let them know you CARE about them

**What happens with trust AFTER
tough conversations?**

Making deposits in the Goodwill Bank

Q & A

HOMework

What's next?

1

Join us for the
next Virtual
Conversation

May 8th, 2024 @ 1pm EST

2

Encore
Presentation for
Your Team

3

If you want support
improving leadership
alignment in the next
90 days, let's chat.

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