

Conversations That Make You Sweat

A NOTHING-BUT-TACTICS SERIES FOR LEADERS



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

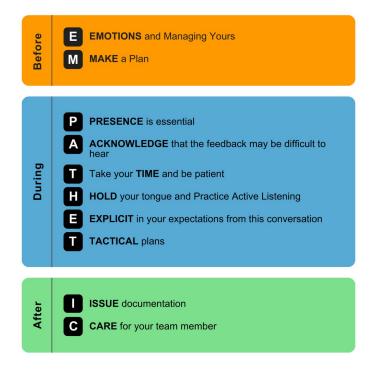


Executive Leaders



Managers

The Tough Conversations Framework



BEFORE 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?



Amanda@AmandaHammett.com

