

dcm THE
LEARNING
EXPERTS

Crucial Conversations



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Sound Familiar?

- It will work itself out.....
- I will leave that for later....
- I won't say anything – what's the point

Despair – Disappointment - Disaster





Today let's look at

How to have those conversations with
Less Stress - More Confidence - Achieve results



Crucial Conversations

Three things make it crucial:

The Stakes are High

Opinions Vary Greatly

Strong emotions are involved

How to Communicate

To Communicate Effectively:

Be aware of your audience – Listen

Be relevant and focused

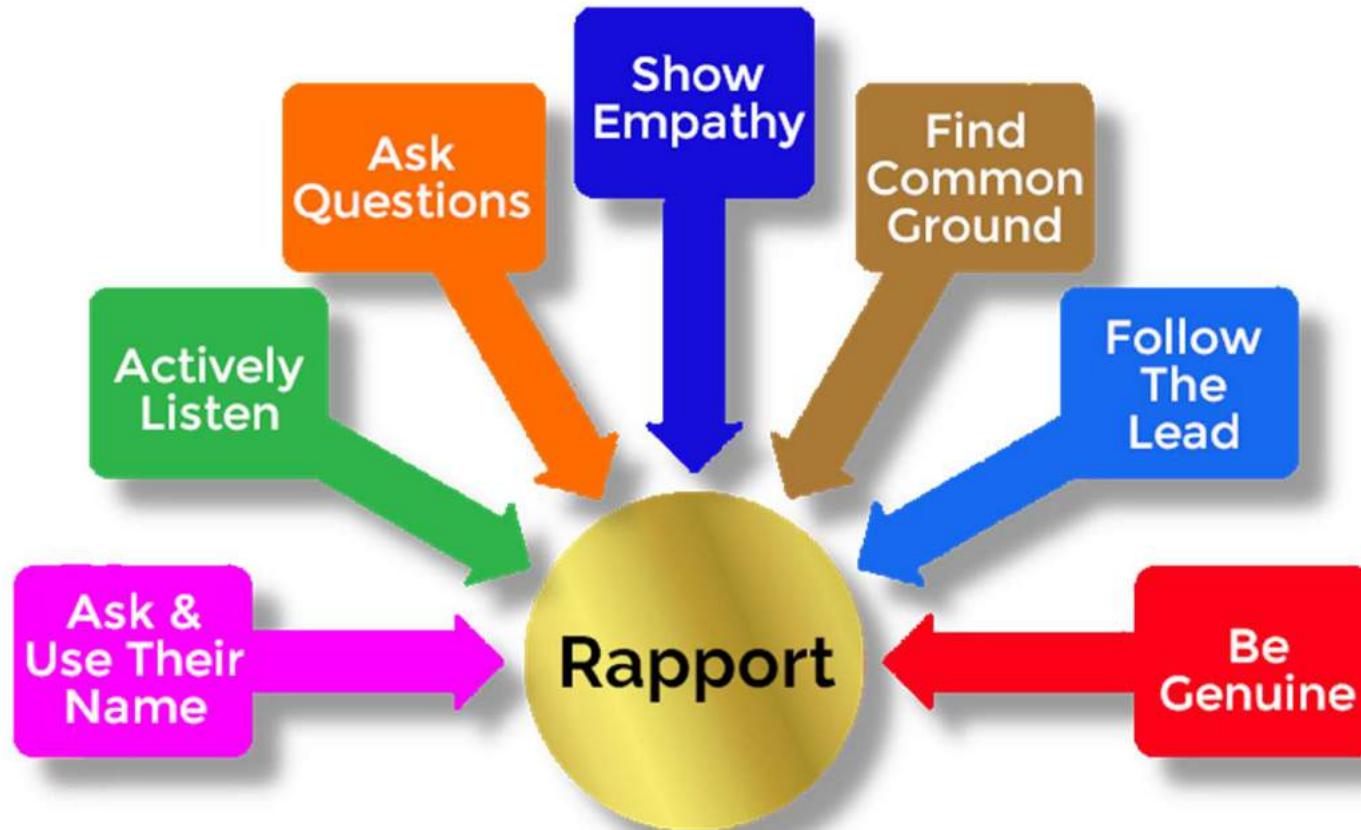
Be compelling and authentic

Be confident

Be visual, body and voice



Building Rapport



Ask the right Questions





Language

Watch What You Say & How You Say It:

Speaking plainly

Speak in an assertive way

Be professional

Be positive



Language

Phrases & Words to avoid:

Don't be ridiculous

It's not personal

I didn't say that

I'm sorry you feel that way

Calm Down

I told you so



Language

Phrases & Words to use:

Repeat back to them... 'So you think....'

What concerns you most?

What would make you happy?

What if we tried.....



Language

Phrases & Words to use:

This is my preference

That is a good start....

I need a little more information



Emotional Intelligence

Practice Self Awareness:

Know what you are doing – come off autopilot & get rid of distractions

Know what you are feeling – identify and don't judge

Channel your Emotions:

You can't control your emotions – but you can control how you react to them



Working with Others

Recognise emotions in others:

Creates healthier relationships

Listen and empathise

Connect and build rapport

Infuse your emotions with your own values – your beliefs

Communication

Active Listening

Explaining with clarity

Questioning carefully

Validating the real situation



Active Listening





Communication

Keep **Listening** - they have the key to what you need to know.

Clarity - Ask them if they like what they are hearing? How does that all sound?

Establish a mutual feeling of **trust and rapport** - ready to bridge the gap between their needs and what it is you're offering.



Influencing & Persuading

Nagging: **wear** them down

Coercion: because they **have** to

Instead, the art of persuasion is to
get **them** to want what **you** want.



Successful Persuaders...

Know how their audience thinks

Are organised and prepared

Have empathy

Have good communication skills



Barriers

Common Barriers to effective communication:

Jargon

Lack of interest

Distractions

Irrelevant to me

Differences in perception

Hearing / Speech difficulties / Unfamiliar accents

Expectations - stereotyping

Prejudices – assumptions



Best Alternative

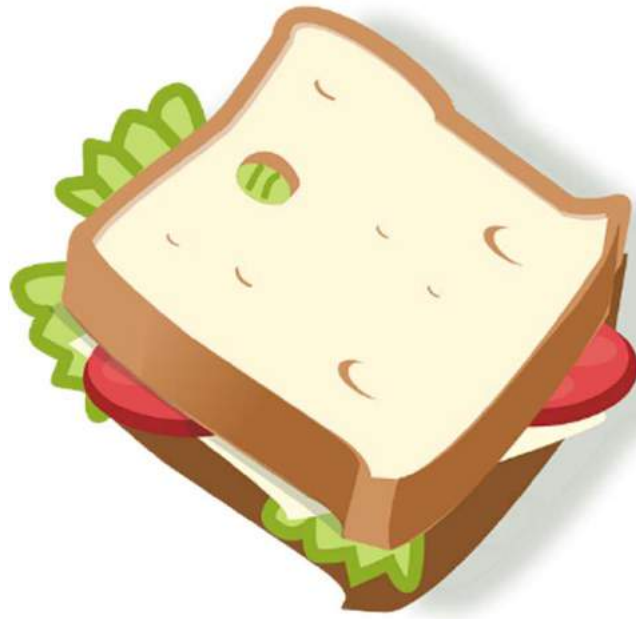
B**A****T****N****A**

The Compliment Sandwich

Give them a compliment

Tell them the bad news

Then end with another compliment





Respectful Confrontation

Confront the other person in a respectful manner

Describe the disruptive behavior

Then share the impact their behavior is having on you.

Finish by firmly requesting the behavior to stop

Strong, firm yet polite message about the **behaviour**—not about the **person**

Dealing with Difficult People

Meet in Private or with a smaller audience

Meet on home ground

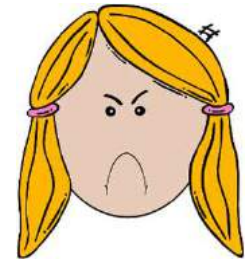
Be Assertive and Professional in Communication

Say No firmly and professionally

Bring Solutions

Focus on the consequences

Successful negotiation tactics never include getting emotional.

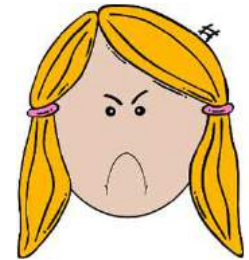


Dealing with Difficult Situations

Negative People

Be prepared for ongoing discussions

Maybe include a mediator





Dealing with Difficult People

The 'Yes, but....' rejects everything you suggest
"You seem to be having some difficulty accepting what I am proposing. How should we resolve this?"

The '**Always suspicious**' person
"You seem to be having a problem trusting me. What can I do to allay some of your concerns?"

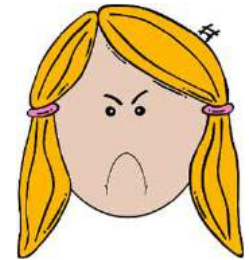
Dealing with Difficult People

The Hostile person

"I didn't say you were angry. I said you sounded angry. Help me understand how what I am hearing is wrong."

"When you _____, I feel _____ because _____".

The Challenger: exerting their power, try to derail you
'How would you approach this if you were me?'



Summary

Key Takeaways:

Build Rapport and Trust

Listen More

Ask Questions and Listen to the answers

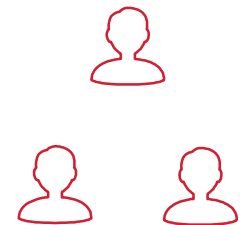
Be Mindful of Emotions

Choose your Words Carefully

Plan

Accept there may be Difficult Moments

Remember to Listen and Communicate





Questions

- Should I schedule the conversation?
- What about planning the conversation?
- What to do if somebody starts shouting?



THANKS!

Any questions?
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