Supporting difficult conversations

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Housekeeping

- This session will be recorded and shared on-demand.

- Remember to select 'All attendees and panelists' so everyone can see your comments and questions.

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Today's Agenda:

1. What do we mean by 'difficult conversations'

2. Perceptions of reality

3. Structuring a conversation

4. What is psychological safety and the link to 'difficult conversations?

5. Setting clear paths to success and expectations

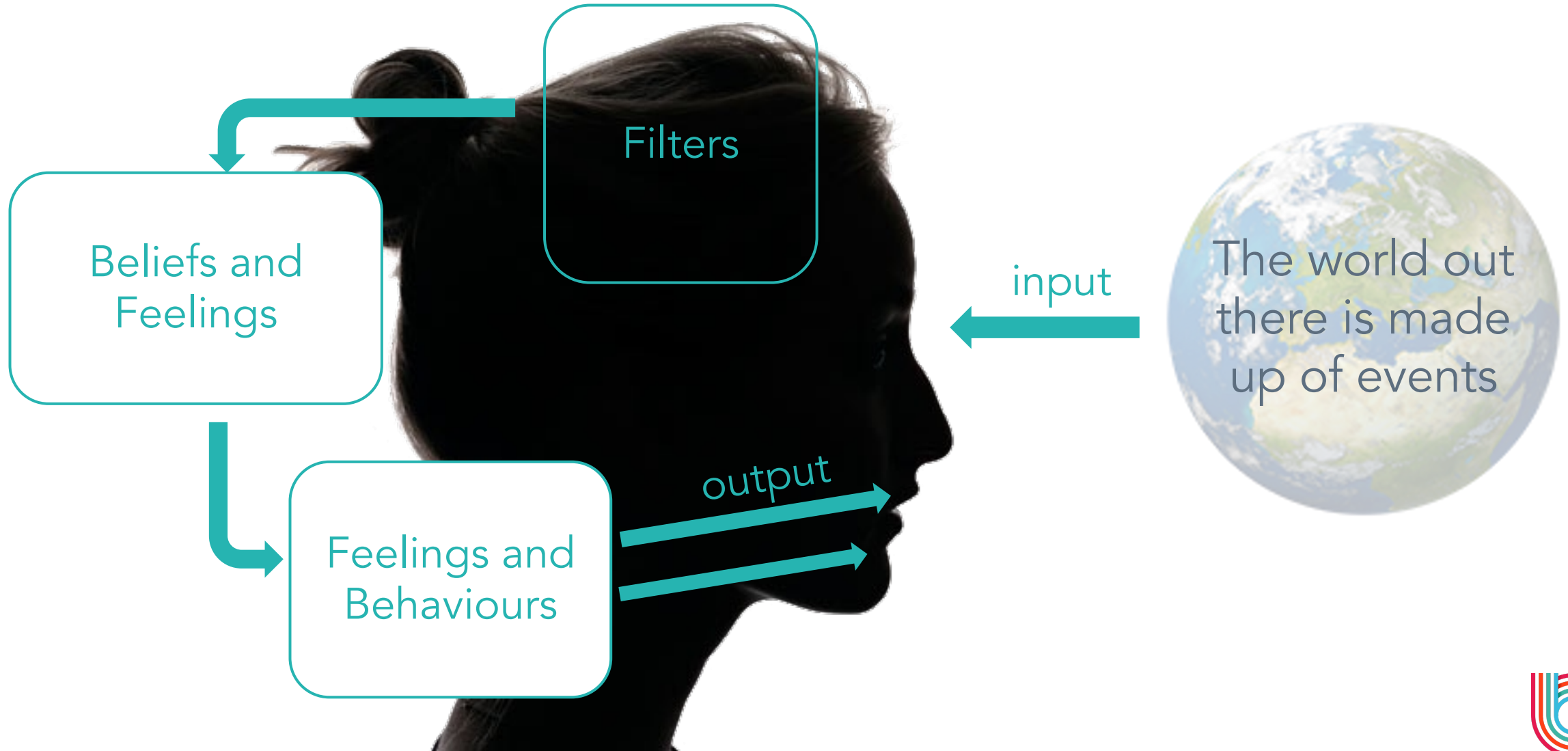OpenBlend

What do we mean by 'difficult conversations'

- Money
- Performance Issues
- Personal Issues

- Team Conflict
- Lack of engagement
- Lack of motivation

What do you see?

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Perceptions of reality

Filters

Beliefs and Feelings

input

The world out there is made up of events

output

Feelings and Behaviours

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Layers of listening

Cosmetic Listening

Conversational Listening

Active Listening

What is the objective of the conversation

1. To understand their perspective

2. To express your own thoughts & opinion

3. To solve the problem

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A clean structure

1. Set the objective beforehand and SHARE when you sit down to talk

2. Be very clear on the related issue – ie not performance overall but rather relationship building in accounts or not sharing the same product vision etc

3. Collect the facts – NOT the feelings

4. Lean on GROW to help the discussion

5. Collaborate to find the solution

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A road map to action

Goal

What do WE want?
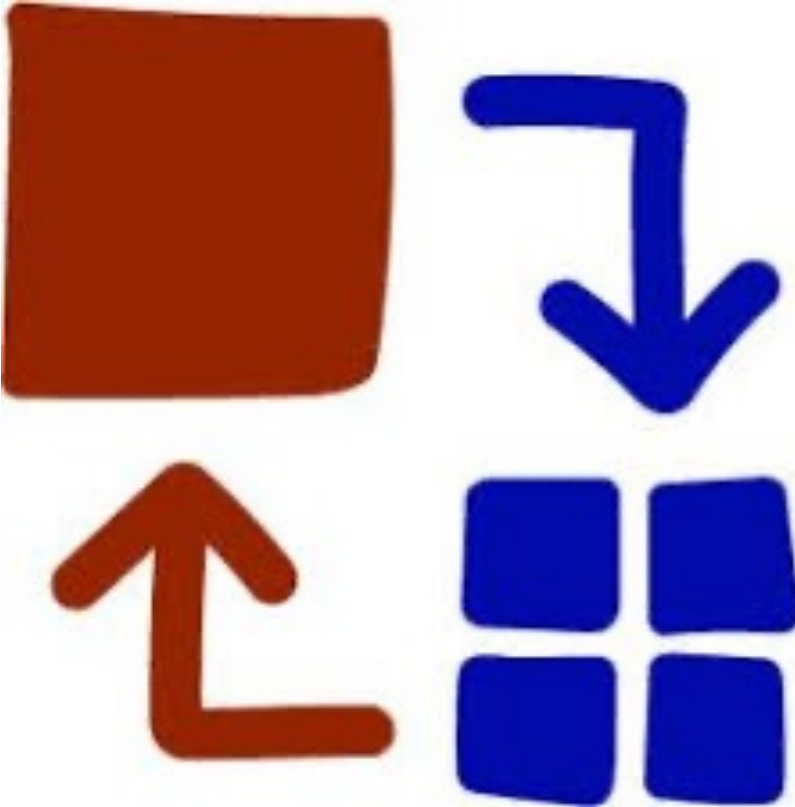
Reality

Where are WE now?

Options

What could you/we do to moving towards the goal?

Way forward

What will you/we do? What is the action plan ?

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Chunking !

What is psychological safety ?

Psychological safety is the belief that you won't be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes.

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How it relates to difficult conversations

Psychological safe environment means ;

it's possible to give tough feedback and to have open, honest and difficult conversations without needing to tip toe around the truth.

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Pillars to work on via OpenBlend & with the team

🙌 Be vulnerable, be human (it starts with you!)

🏗️ Actively build a safe environment

🛑 Reframe failure

🗣️ Destigmatise feedback

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Day to day

1 Recognise Blend drivers & wellbeing

2 Track & measure objectives / actions

3 Give feedback

4 Recognise success

5 Continue to create a psychological safe environment

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