

DEVELOPING THE RIGHT LEADERSHIP SKILLS TO AID IN NAVIGATING DIFFICULT CONVERSATIONS AND MANAGING DIFFICULT STAKEHOLDERS

PRESENTATION

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Difficult Conversations

OVERVIEW

Difficult conversations are anything we find hard to talk about with another person.



- There are a number of reasons that make certain conversations difficult,
- an easy conversation can become a difficult conversation very quickly.
- There are also times when it is important not to engage in a difficult conversation and let it go.

SNAPSHOT

How do you relate
to this



DIFFICULT CONVERSATIONS ARE ANYTHING WE FIND HARD TO TALK ABOUT WITH ANOTHER PERSON.

It could be:

- Telling someone bad news
- Giving someone negative feedback about their behavior
- Ending a relationship with staff
- Talking about tension points in a boardroom
- Confronting someone about a problem
- Making decisions about finances
- Talking to an instructor about frustrations
- Challenging a grade on an assignment or test
- Raising issues with the chairman or someone in a power position



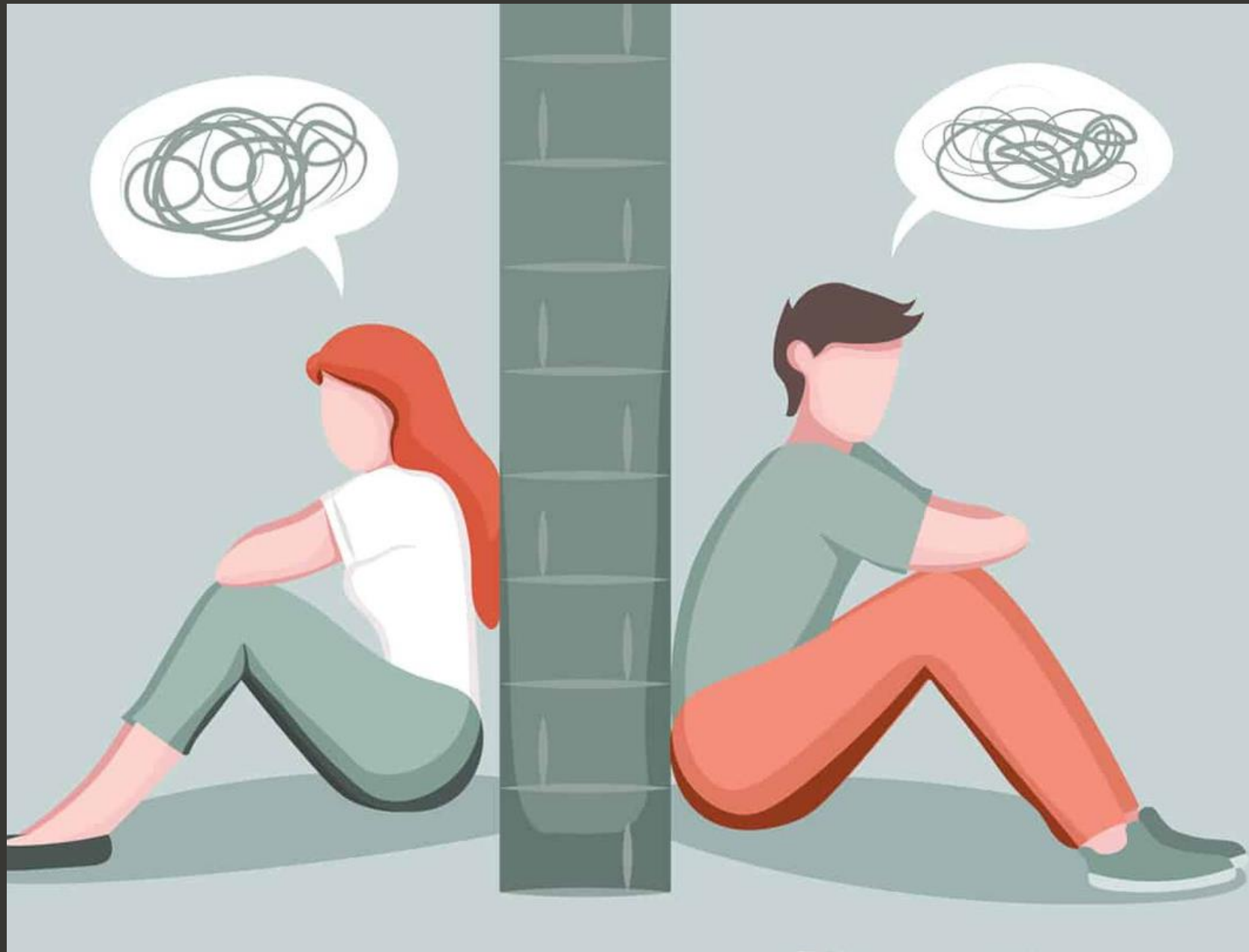
AUKUS conversation



2 hours before the meeting

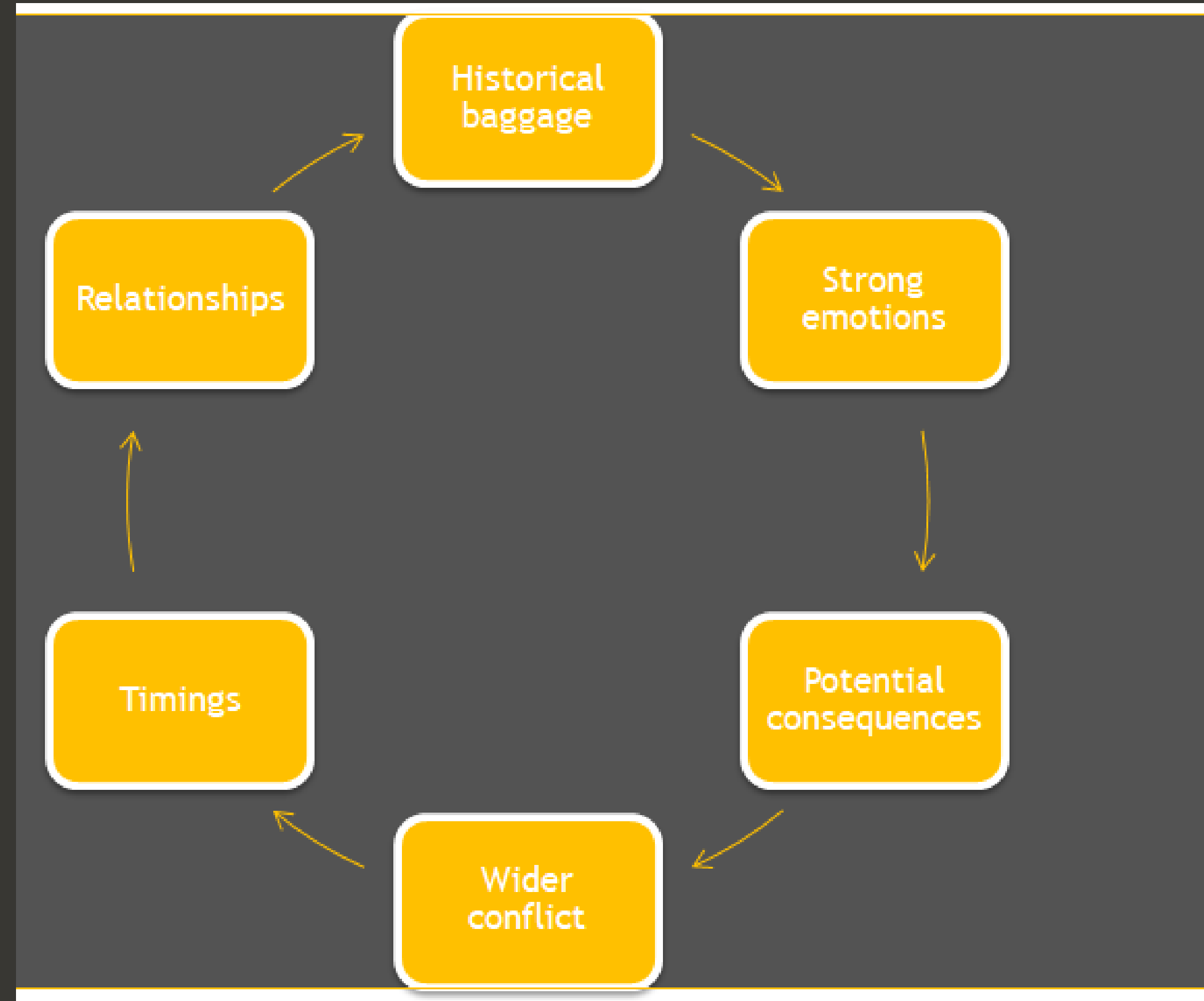


WHY CERTAIN CONVERSATIONS ARE DIFFICULT



- Emotions are usually strong.
- People have very different views about the topic.
- It can impact our self-esteem.
- There is real uncertainty about how it will turn out.
- People worry about it going badly and hurting the relationship.
- Typically people care about the issue and the person involved.
- People have few experiences or models of these conversations going well.
- Often times there is a power difference between the people

Why are some conversations difficult?





Framing the conversation

What are the reasons for this conversation?

Why do I need to have this conversation now?

What factors have contributed to this?

What do I want to happen?

Dealing with difficulty?

Be professional

Avoid over-explaining

Solutions

Be comfortable with silence

Stop the conversation

What matters?





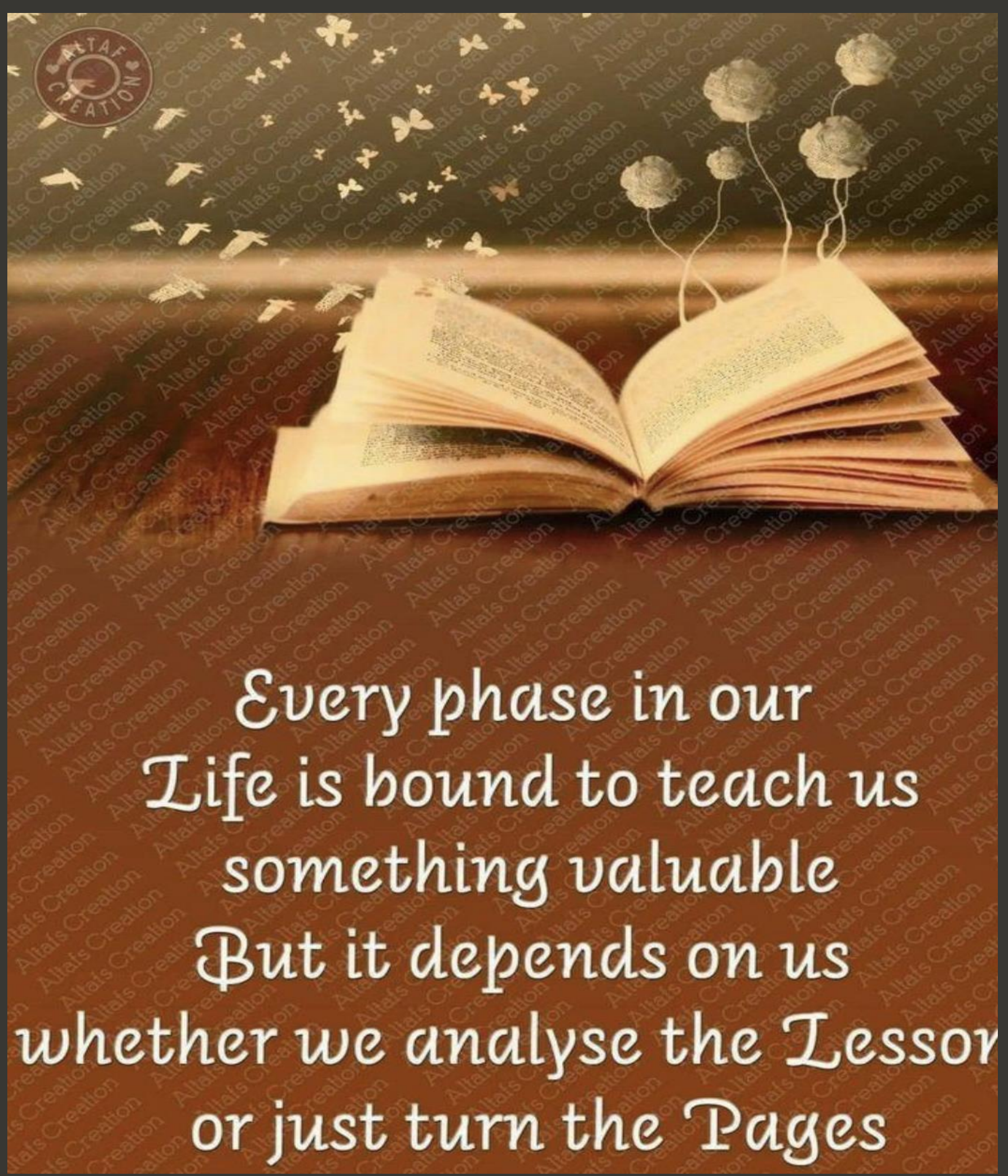
What to do



Parting Shot



**Rivers
never go reverse.**
So try to live like
a river. Forget your
past and focus on your
future. Always be
positive!



Every phase in our
Life is bound to teach us
something valuable
But it depends on us
whether we analyse the Lesson
or just turn the Pages

t h a n k y o u