

# The art of having difficult conversations

**Practical tips and advice that you can take back to your business**

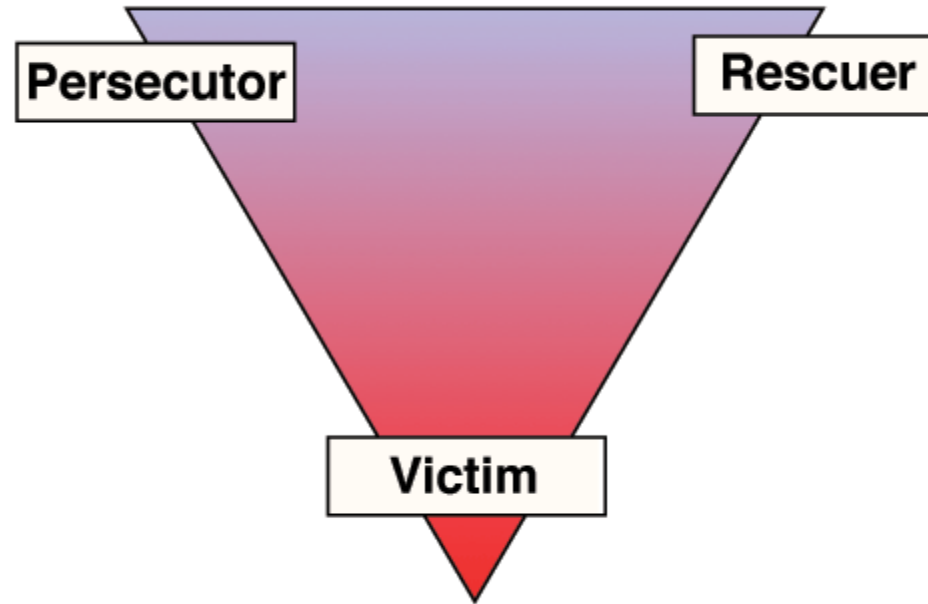


# 5 reasons people avoid having difficult conversations

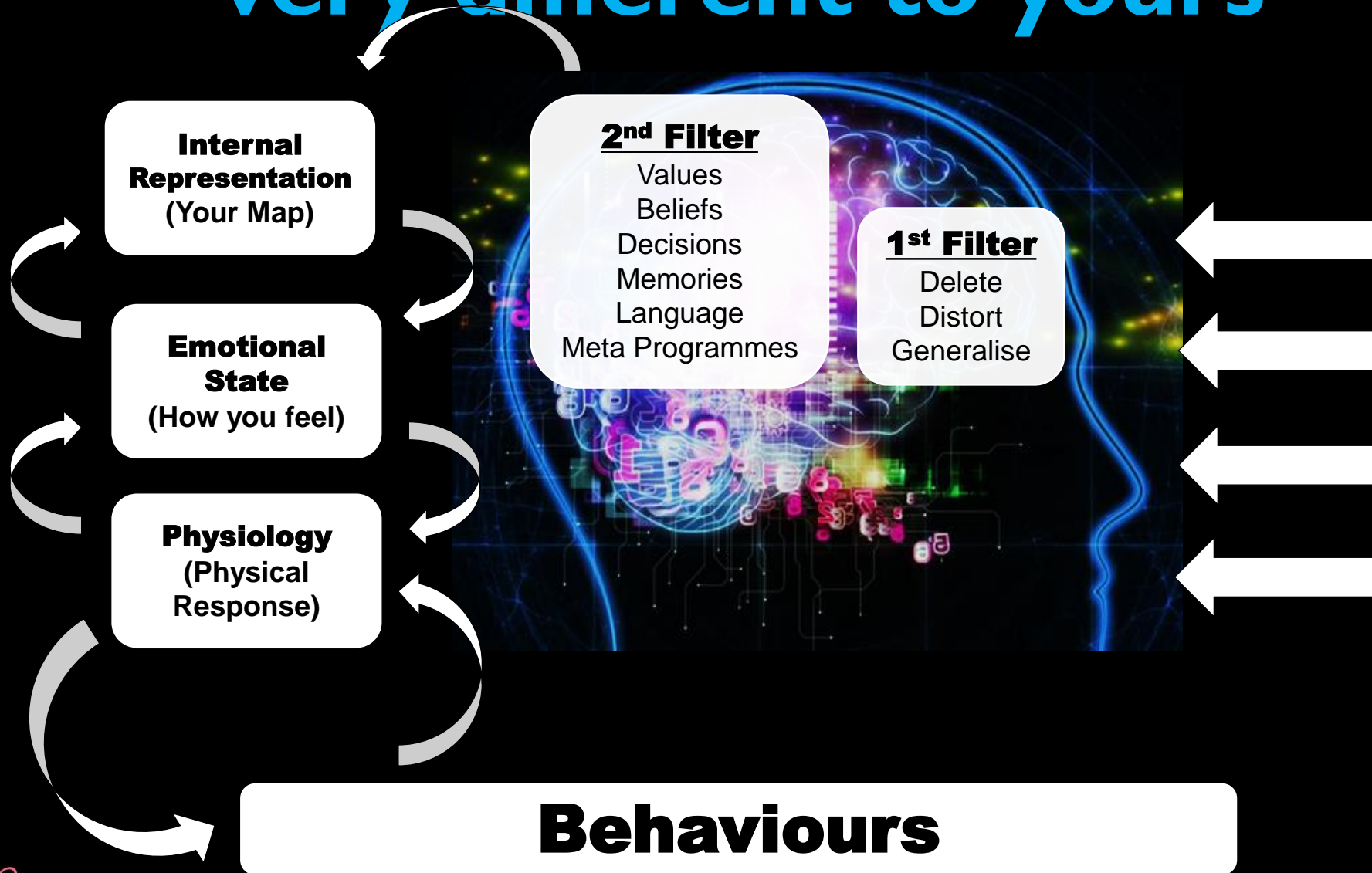
- Fear of conflict or the end result
- Mind-reading
- The problem has a secondary gain
- Not believing the behaviour will change – a lost cause
- Focussing on the difficult and not the conversation

# The keys to making a difficult conversation not difficult

# Recognise where you are on the drama triangle



# Know that their map is probably very different to yours



**Know what you want from it  
and why it is important**



# Watch your butts !



# Are you talking the same language as them?



## Logic versus emotion



**Pick your moment to have the  
conversation**



# Find an uncontaminated space



# Listen more than you speak



**Be aware of your total body  
communication and get rapport**



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communication and get rapport**



**Use clean feedback**

Evidence

Inference

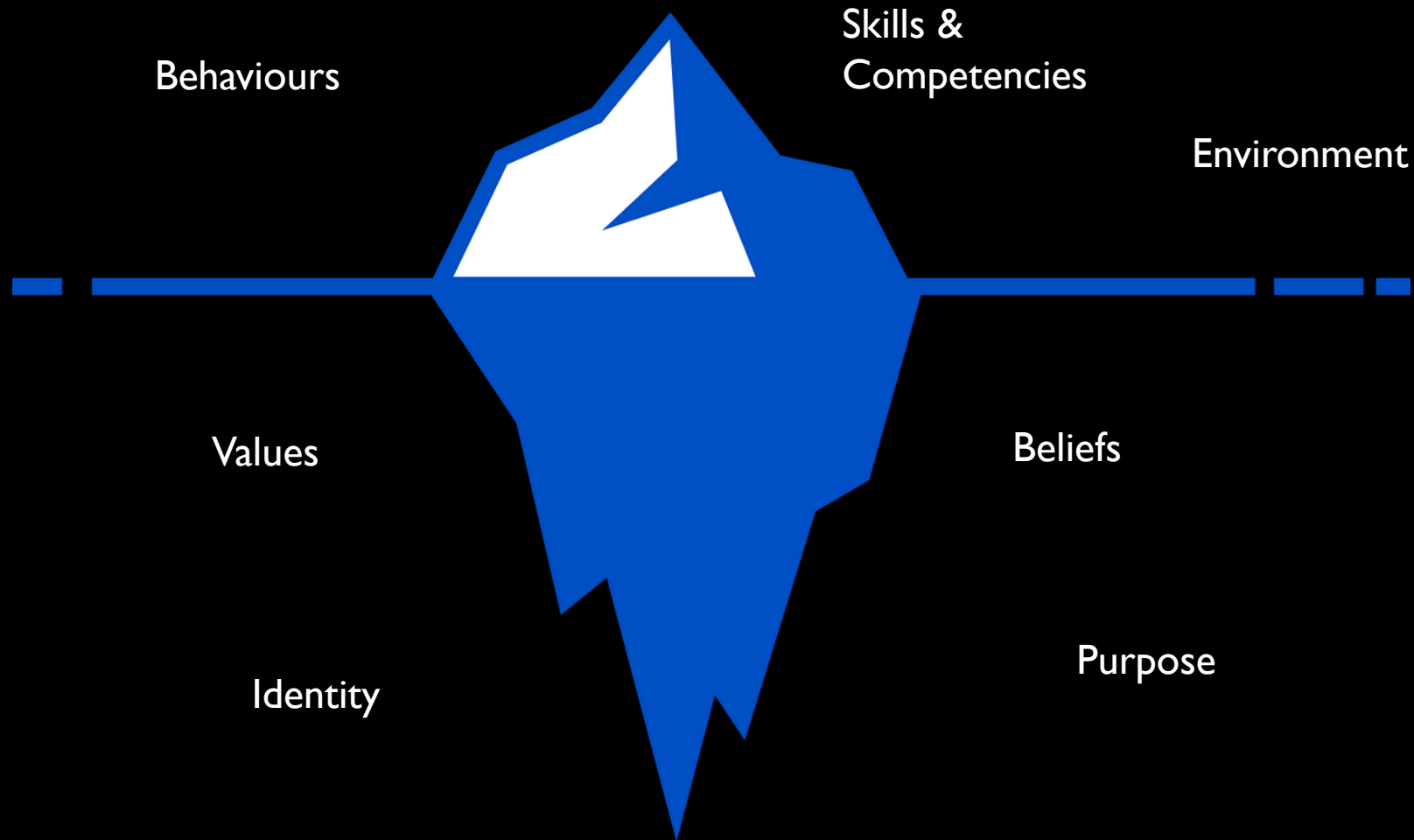
Impact

(what would make the difference  
next time)

# What do they want? – step into their shoes



# Look under the surface





# Use 3-point communication



**Imagine a positive outcome, you  
never know it may be!**



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# Thank you

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