

high ground

COACHING AND DEVELOPMENT

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Navigation Tough Conversations

Next Gen Leadership Series

Bonus Module

Don't Confront

COACH

Learn to use the
LOVE/HATE
Statement

Learn to use the LOVE/HATE Statement

*“I love how you jump right in to help,
but don’t like your unwillingness to ask questions.”*

Three Ways to Deliver

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First Person

Third Person

Direct Attack

“We need to talk.”
I need to see you in my office.”

Are We Having Tough Conversations?

Who Gets Hurt When Conversations Don't Happen?

Who Gets Hurt When Conversations Don't Happen?

Team

Clients

Offender

YOU

“A leader’s job is to do what has to be done, when it has to be done, in the way it should be done, whether you like it or not and whether they like it or not.”

- Lee Cockrell – Walt Disney Corp.

Navigational Steps

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Detangle YOUR emotions

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Detangle YOUR emotions
Get into THEIR head and heart

“Difficult conversations are almost never about getting the facts right. They are about conflicting perceptions, interpretations, and values.”

- Douglas Stone

Navigational Steps

Detangle YOUR emotions

Get into THEIR head and heart

Identify Shared Purpose

Navigational Steps

Detangle YOUR emotions

Get into THEIR head and heart

Identify shared purpose

Identify desired outcome

Navigational Steps

Detangle YOUR emotions
Get into THEIR head and heart
Identify shared purpose
Identify desired outcome
Choose delivery method

Direct Approach
Purpose > Fact >
Impact > Question

Questions:

Who, What, How, Why

Tell me more...

What else could you/I have done?

Twisted Mind Effect

Approach these conversations
with curiosity

Use *Shared Purpose*
to get back on track

Tips!

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1. Expect a positive outcome

Tips!

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2. Acknowledge YOUR responsibility

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3. Validate and acknowledge their perspective

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4. Paraphrase

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5. Prime

Tips!

1. Expect a positive outcome
2. Acknowledge YOUR responsibility
3. Validate and acknowledge their perspective
4. Paraphrase
5. Prime
6. Patience

Be Brave enough to start a
conversation that matters.

What are 3 Conversations
You have been avoiding?

Tough Conversations Worksheet

Preparation

The situation:

Your emotions or hot buttons being triggered:

What is the OTHER person

Thinking?

Get in their head. Take their perspective. How do they see the situation?

Feeling?

Get in their heart. What is their emotional charge about this situation? What are they feeling?

Desired Outcome

What do you want them to think and feel afterward and what is the change or result you are seeking?

What would you like to say? But probably won't after thinking this through – still good to get it out so it can be released!

Shared Purpose

The outcome you both want. Your shared objective.

Execution Plan

Approach

First Person – story of when you did something similar

Third Person – story of when someone else did something similar

Direct – going directly to the issue

If First or Third – example story:

Direct Outline

Fact:

The issue of the conversation. We need to talk about....

Impact:

How is this negatively affecting them, you or others?

Question

Tell me what's going on. What can I do to help? Do you see this differently? Tell me what I might not understand...

Then, use follow-up question: WHAT, WHY HOW LIKELY, TELL ME MORE, WHAT ELSE can you do?

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