

80%



Difficult Conversation



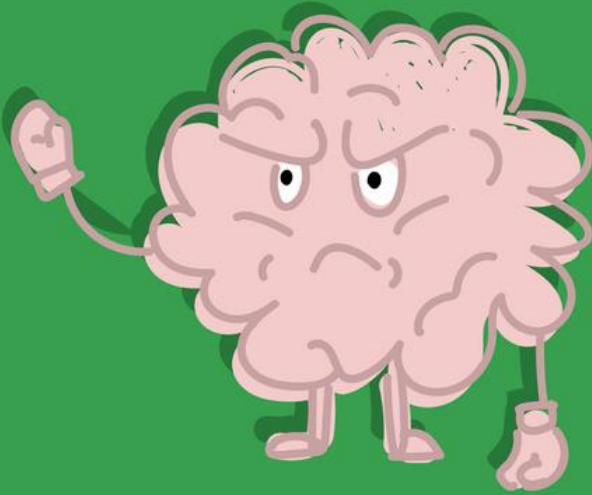
HONEST ~~Difficult~~ **Conversation**

How to approach “honest” conversations

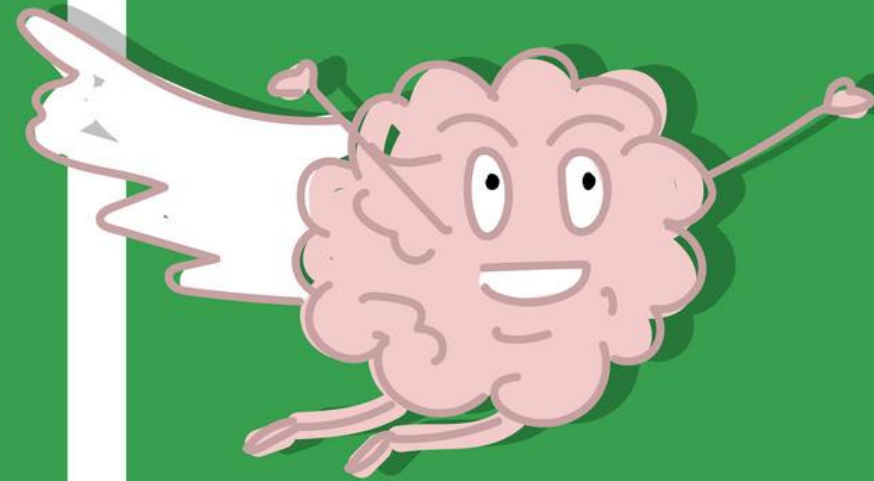
- **Focus on the goal – do what’s right for them (and AKF) not what they want**
- **Get advice if you need it – legal, HR, coach.**
- **Prepare, practice, roleplay.**
- **Frame the conversation and acknowledge this may be uncomfortable.**
- **Make your point then listen – avoid the “feedback sandwich” approach.**
- **Show empathy – put yourself in their shoes, provide a safe space.**
- **Know your style – rollover, fight or negotiate – control your defensive impulses.**
- **If things boil over, stop and reschedule.**
- **Learn from it for next time.**

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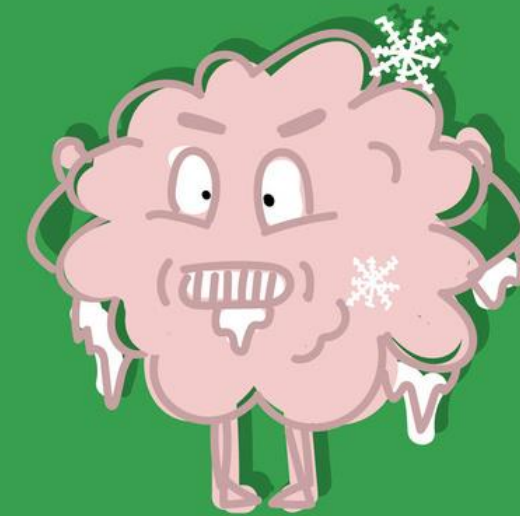
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Fight



Flight



Freeze



Did you know that **LISTEN**
and **SILENT** are spelled
with the same letters?

Disagreeing

Confrontational

Avoids Confrontation



Confrontational: Disagreement and debate are positive for the team or organisation. Open confrontation is appropriate and will not negatively impact the relationship.

Avoids confrontation: Disagreement and debate are negative for the team or organisation. Open confrontation is inappropriate and will break group harmony or negatively impact the relationship.

DIS

AGREE