

Challenging Conversations

3 Key Principles



1 Eat That Frog!



2 Don't 'load' the message



3 No Jam Sandwiches



Challenging Conversations I need to have

Person	Topic
•	•
•	•
•	•



What is a challenging conversation?



Challenging Conversations

Kate Hinchliffe



18 June 2015

'Be Prepared'



The 60 second opening statement

Aim
The 'know how' to be brilliant at planning and holding positive & productive conversations

Challenging Conversations

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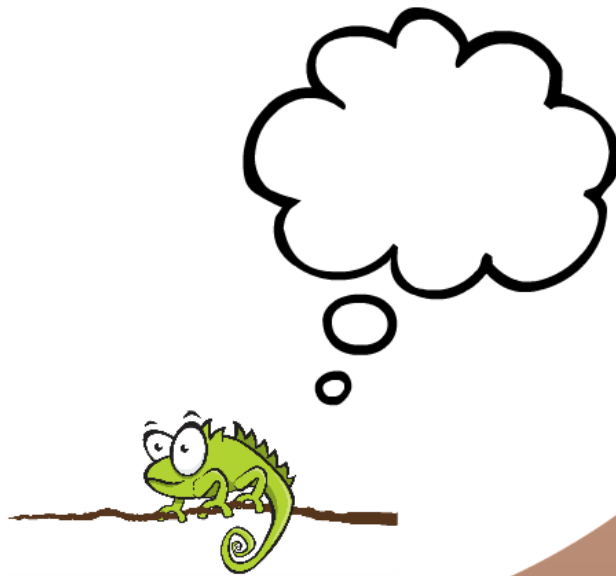


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Aim

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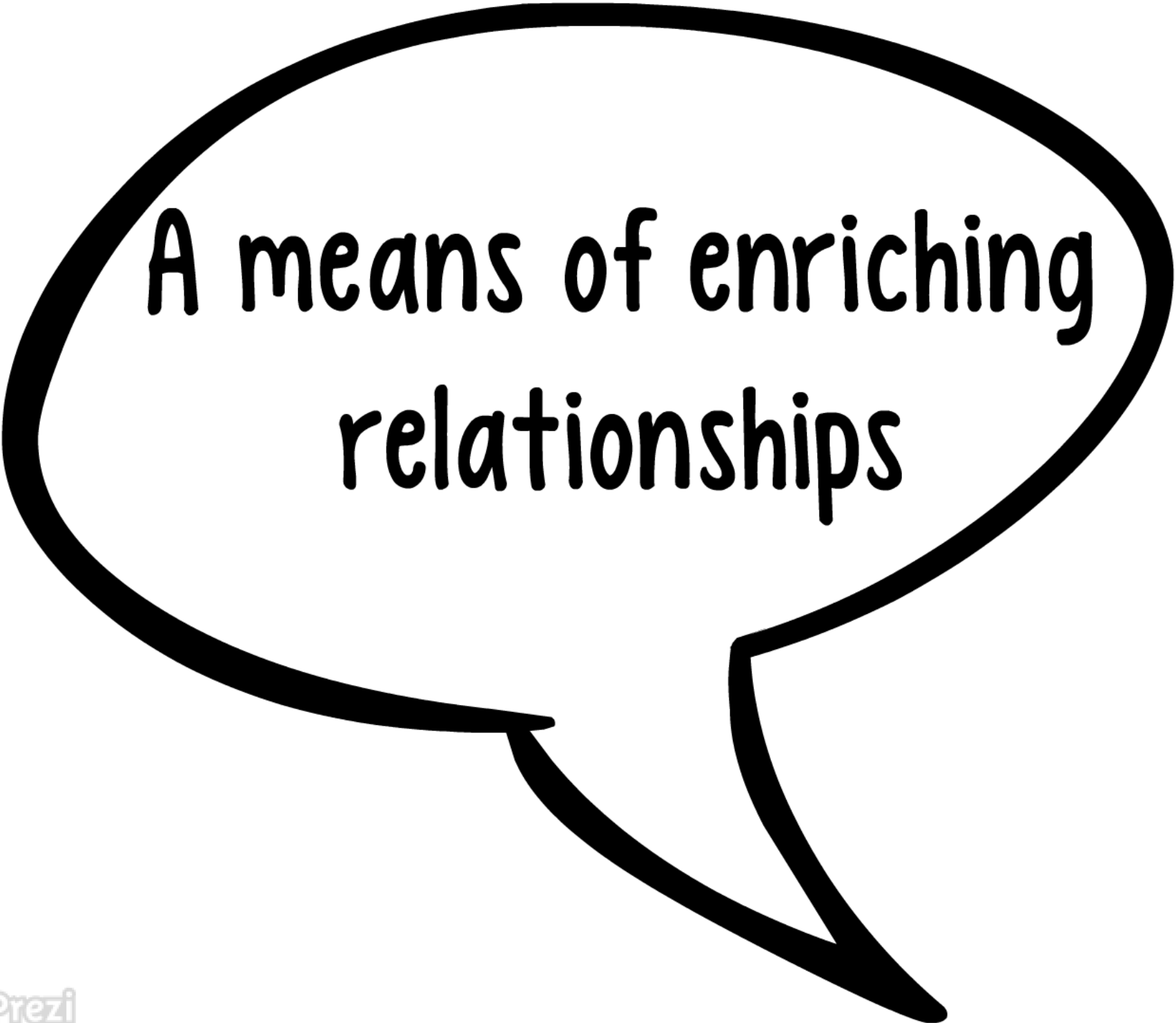
Deal with
personal problems

Address poor
performance
or conduct

Usually takes
place
one to one



Saying something clearly,
cleanly and succinctly



A means of enriching
relationships

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Person

-
-
-

Topic

-
-
-



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2

Don't 'load' the message



Your unique loading 'finger print'

What you might say....

THE LOAD

"The whole thing is your fault. It's not me it's you"

BLAMING

"You're a liar. You're a failure"

LABELLING

"Apparently your life goal is to live on the cutting edge of mediocrity."

SARCASM

"Seems you've hit rock bottom and started to dig"

You don't love me and never did. This ruins everything

ATTACHING GLOBAL WEIGHT TO THE 'TIP OF THE ICE BERG' STUFF

Guess you don't value your job. You do this one more time and...

INTIMIDATING

Your unique loading 'finger print'

What you might say....

THE LOAD

You always do this. This is the hundreth time...

EXAGGERATING

I can't get through to you. You aren't making any sense at all.

ASSUMING SUPERIORITY

If I were you...

YOU SHOULD HAVE DONE IT MY WAY

This is just like the time when..

ATTACHING OLD BAGGAGE

No matter what I say look what's written all over my face

BLATANTLY NEGATIVE FACIAL EXPRESSIONS

What you really mean is... What's really going on is...

ADDING YOUR OWN INTERPRETATION



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