

Ep 32: 4 Tenants of Tough Conversations

It all comes down to respect

- Don't postpone the conversation because you are nervous/uncomfortable/afraid of hurting the other person's feelings.
 - Having the conversation in a timely manner is a sign of respect for the relationship you have with the person and their development.
 - There will never be a good time. Delays are more about your feelings than theirs.
 - Feedback should be timely and relevant. The more time that goes by, the harder it is to have the conversation and to make it meaningful.
- Prepare for the conversation.
 - Write down your key points AND examples.
 - Recognize and plan for how this context may trigger non-productive Characteristic tendencies of your Personal Brand.
 - Be direct, clear and concise. And stop talking once you are done. Don't ramble or fill awkward silences.
- Give the other person a chance to respond.
 - Ask if they understand the feedback and if they have any questions.
 - End the conversation if you start talking in circles. This can create confusion and lack of clarity.
 - If the person gets emotional, give them some space to process. Even if this means letting them go away and revisiting the conversation later. Tip: Have these conversations at the end of the day just in case.
- Be kind, but firm, and then move on.
 - Be human. You don't need to be overly direct and tough.
 - Be careful of the feedback sandwich (nice-negative-nice). People often miss the feedback in hearing what they want to hear.
 - Provide next-steps and closure. Then move on.

Areas to address immediately are:

1. _____

2. _____

3. _____

Action Plan:

Action	Timing	Progress	Complete