

A 5 Step Process to Help you Have Hard Conversations

By Andrew Griffiths

~~How to practice~~
How Do you get better? → Practice

Most of us are terrible at having the harder conversations, having a process to follow really helps.

If you are constantly feeling stressed out and angry because other people are letting you down it's time to do something about it. Most of us will do anything to avoid a difficult conversation. I think it's time [to] suck it up and get tough.

How good are you at having those hard conversations? Will you let a situation continue, regardless of how much it is costing you financially and emotionally because you are afraid of confrontation? Rest assured you are not alone.

What I tended to do was wait till I was completely frustrated and then I would have a hissy fit and upset everyone, with nothing ever changing. I hated having hard conversations so denial became my go-to strategy and I would drive everyone crazy by whinging [sic] about the person or the situation.

I got sick and tired of this approach and I realized I needed a better approach. So I developed a simple five-step approach to handling any difficult conversation

- 1) I commit to addressing an issue before I get angry and frustrated about it.
- 2) I always stop and think about it from the other person's perspective - why are they acting in a certain way and how have I contributed to this?
- 3) I get very clear about what I want them to do.
- 4) I let the person know I would like to have a discussion about something - so I don't broadside them and put them on the defensive.
- 5) I have the discussion, making sure I let the other person explain their position and I never, ever lose my cool.

This is a simple approach that really works. I've used this with suppliers who are not delivering on their promise, customers who are overstepping their mark or being rude and overly demanding, with staff that are not performing, with landlords who have stopped honouring a lease arrangement and many other difficult situations. And I've become much better at talking about money, often the most difficult of conversations.

What has the end result been? There have been many positive results. Firstly I feel much more con-

fident in handling any situation. If I have lost a relationship as a result of having a hard conversation I quickly realized that it was a relationship that had run its course and needed to come to an end. And last but by no means least, I have a lot less stress in my life because I nip issues in the bud before I get seriously stressed and frustrated.

If you struggle with having difficult conversations you really do need to toughen up. This doesn't mean you become a monster, it means you are able to have the difficult conversations that most people tend to avoid. Master this skill and a lot will change in your business and in your life.

Source: <https://www.inc.com/andrew-griffiths/a-5-step-process-to-help-you-have-hard-conversations.html>



1 MINUTE MOTIVATOR FOR LEADERS

By Stan Toler

EXPECTATION

Leaders are enthusiastic about the future.



"Great leaders are never satisfied with current levels of performance. They are relentlessly driven by possibilities and potential achievements." - Donna Harrison

"I've been to the mountaintop, and I've seen the other side." Those words of Dr. Martin Luther King Jr. ignited the passion of the civil rights movement. His attitude of expectancy caused thousands to follow him, no matter what the cost.

What was there about his leadership that made such an impression on his followers? First, he had a positive view of the future. He believed that his dream of equality and justice would one day be realized.

Second, he believed that right would win out. Even as the fires of hatred and oppression burned, King believed that an ultimate good would arise from their ashes.

Third, he believed that his message would be accepted. In spite of immediate rejection, Martin Luther King Jr. envisioned a day when his message of peace and harmony would be preached, taught, and practiced. He simply expected it to happen.

The task of a leader is to show people the future. Visionary leaders have been to the mountaintop. They have seen the other side, and they can't wait to take others there.