

LEADERSHIP BITES TAKEAWAY



SERIES 2

PREPARING FOR DIFFICULT CONVERSATIONS -

SESSION 7

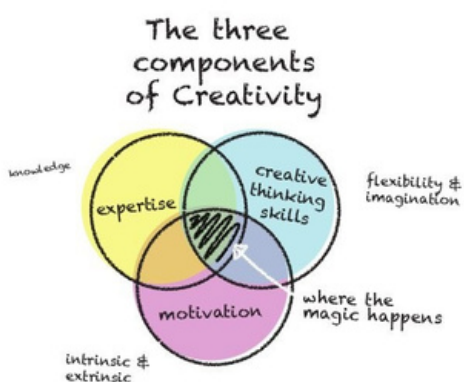
Whet your appetite:

Navigating difficult conversations is a crucial skill for effective leadership. At the heart of this skill is the recognition that we are all people working with people and therefore understanding how to help ourselves help others is key. Explore the concept of Humanity in Leadership in preparing for difficult conversations. We explore what influences how people come into conversations and how considering these elements can unlock your thinking when preparing for those hard conversations. During this session, we consider how we feel thinking about upcoming conversations we are not confident about and how we can manage our own reactions into responses – and how this can help us prepare to connect more effectively with those we are preparing to meet.

By the end of this session, you will be able to: -

- Describe the 'power of the pause' and why it's important
- Explain how this is relevant to your role
- Identify one step you will take to improve your communication as a leader

The Leadership Model:



How flexibly and
ems.

These two are essential raw materials for creativity, but the third factor—**motivation, both intrinsic and extrinsic**—determines what people will actually do with these resources. Without motivation, the expertise and creative potential remain untapped.

*"Between stimulus and response there is a space.
In that space is our power to choose our
response. In our response lies our growth and
freedom"*

Viktor E. Frankl

Austrian neurologist and psychologist.

Watch the recording:



For reflection:

From the session think about: -

- What situations are you:
 - already experiencing
 - anticipate arising
- What can your 'back pocket question' be?
- What elements of HALT play a role for you?

What next:

- What conversations are difficult for you?
- What do they have in common?
- What can you do to adapt your awareness?
- How can you plan to prepare for these going forward?

Explore More:

[Watch: Understanding bioreactions and physiological changes](#)

[Read: Difficult conversations – facing them, not reacting to them](#)

[View: Slides from the session as a pdf.](#)