

# Successfully Navigate Difficult Conversations

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CURRIER  
*coaching*

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# What is a difficult conversation?

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# What is a difficult conversation?

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Giving feedback

Sharing a disappointment

Turning down an idea

Asking for the sale

Asking for a raise

Firing someone

Asking for feedback

Admitting a mistake

Talking about what I want

Reporting issue

Telling someone NO

**Any conversation that is challenging**



# What's at stake if you avoid the conversation?

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# What's at stake if you avoid the conversation?

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Giving feedback

Lack of growth, behavior continues

Asking for the sale or raise

Loss of income

Firing someone

Maintain low performance, \$\$

Talking about what I want

Status quo, resentment

Sharing a disappointment

It continues, hurt relationship

Reporting issue

Bigger Issue, Your Brand

Asking for feedback

Keep making same errors

Telling someone NO

Doing something you don't want to do



# Your Turn - Take Your Example

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**What's At Stake If I  
Avoid It?**

- 1.
- 2.
- 3.

**What Might I Gain if I  
Have It?**

- 1.
- 2.
- 3.



# What may be gained if you have the conversation?

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Giving feedback

Appreciation, growth

Asking for the sale or raise

\$\$, learn something

Firing someone

Stronger employee, relief

Talking about what I want

Get it, practice, grow

Sharing a disappointment

Deepen relationship, behavior change

Reporting issue

Integrity, trust, stop it

Asking for feedback

Model, learn, growth

Telling someone NO

Less work, creative problem solving, empower yourself



# From my experience I recommend 3 things in having these conversations - Really Just Do It

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## Difficult Conversations

1

Prepare Yourself

2

Engage Respectfully

3

Problem Solve Together

Just Do It





# A key first step is to prepare yourself - get your thoughts in order

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1

Prepare Yourself

## Importance of Conversation

What is important to you?

What's at stake if you skip it?

What could you gain if you had the conversation?

## What Successes Looks Like

Outcome you want to achieve?

How do you want to show up?

What do you want them to think and feel about you?

## What Could You Be Curious About

What is another perspective?

What are their intentions/ motivations?

How am I contributing?



# Having the conversation

2

Engage  
Respectfully

## Invite

Conversation  
requires 2 willing  
parties

Invite them : so  
they can say Yes,  
No or Not Now

Give some context

## Be Present

No distractions  
Turn off internal  
voice

Don't try to win

Listen

No Judgment

## Be Curious



Seek first to  
understand

Learn what other  
person seeing

Ask open ended  
questions



<https://vimeo.com/73535228>



# A key first step is to prepare yourself - get your thoughts in order

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3

Problem Solve  
Together

## Talk About Future

Find common  
ground

What you both  
desire in the future

Identify solutions  
together

## Specific Next Steps

Decide how you'll  
move forward  
together

What could you try  
or experiment with

## Follow Up

Thank them and  
appreciate the  
engagement

Check in at a later  
date on progress



# SBII Method : Situation Behavior Impact Intent

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**S**: Capture & Clarify the **SITUATION**

**B**: Describe the specific **BEHAVIORS** observed

**I**: Explain the **IMPACT** the person's behavior had on you.

**I**: Ask about the person's **INTENT**



# SBI Method : Situation Behavior Impact

## Intent

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**S**: Capture & Clarify the **SITUATION**

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### Manager Frustration/Feedback

**S**: In last week's team meeting

**B**: You showcased all of the team's accomplishments except mine

**I**: I was confused and disappointed that my work wasn't shown

**I**: I'm curious what the choice was here?



# SBI Method : Situation Behavior Impact

## Intent

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**S**: Capture & Clarify the **SITUATION**

**B**: Describe the specific **BEHAVIORS** observed

**I** : Explain the **IMPACT** the person's behavior had on you.

**I** : Ask about the person's **INTENT**

### Employee Performance Issue

**S**: In preparing our team's performance report last week

**B**: You didn't turn your information in on time

**I**: This impacted me as I had to delay the start of my work and delayed the report delivery to my manager

**I**: I'm curious, what was going on for you?



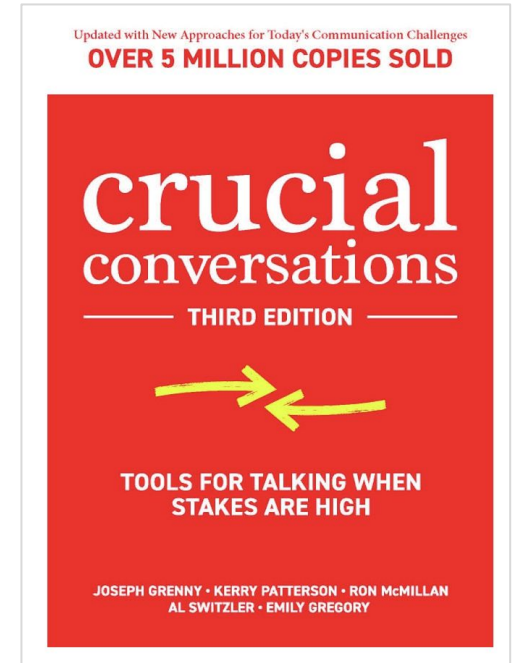
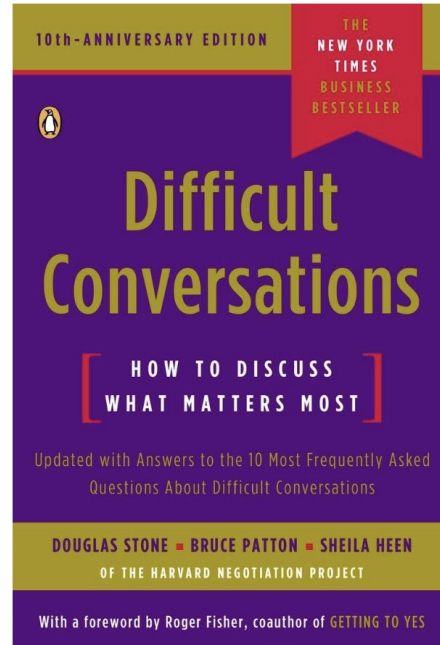
# Other Recommended Resources

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## Email Me for Recommendations

- Books
- Videos
- Articles

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