

DISCOVERING LEADERSHIP ELECTIVE: CRUCIAL CONVERSATIONS

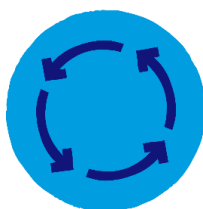
Insights

- Having difficult conversations is an essential part of our toolkit as leaders
- These conversations can be balanced and future focused, received well and delivered with a structure



Tools

The resources to get the job done



Structure

The input – your preparation and a range of models to use



Process

What happens during the conversation



Outcome

What is the impact/result?
What actions do you/they need to continue to take or monitor?

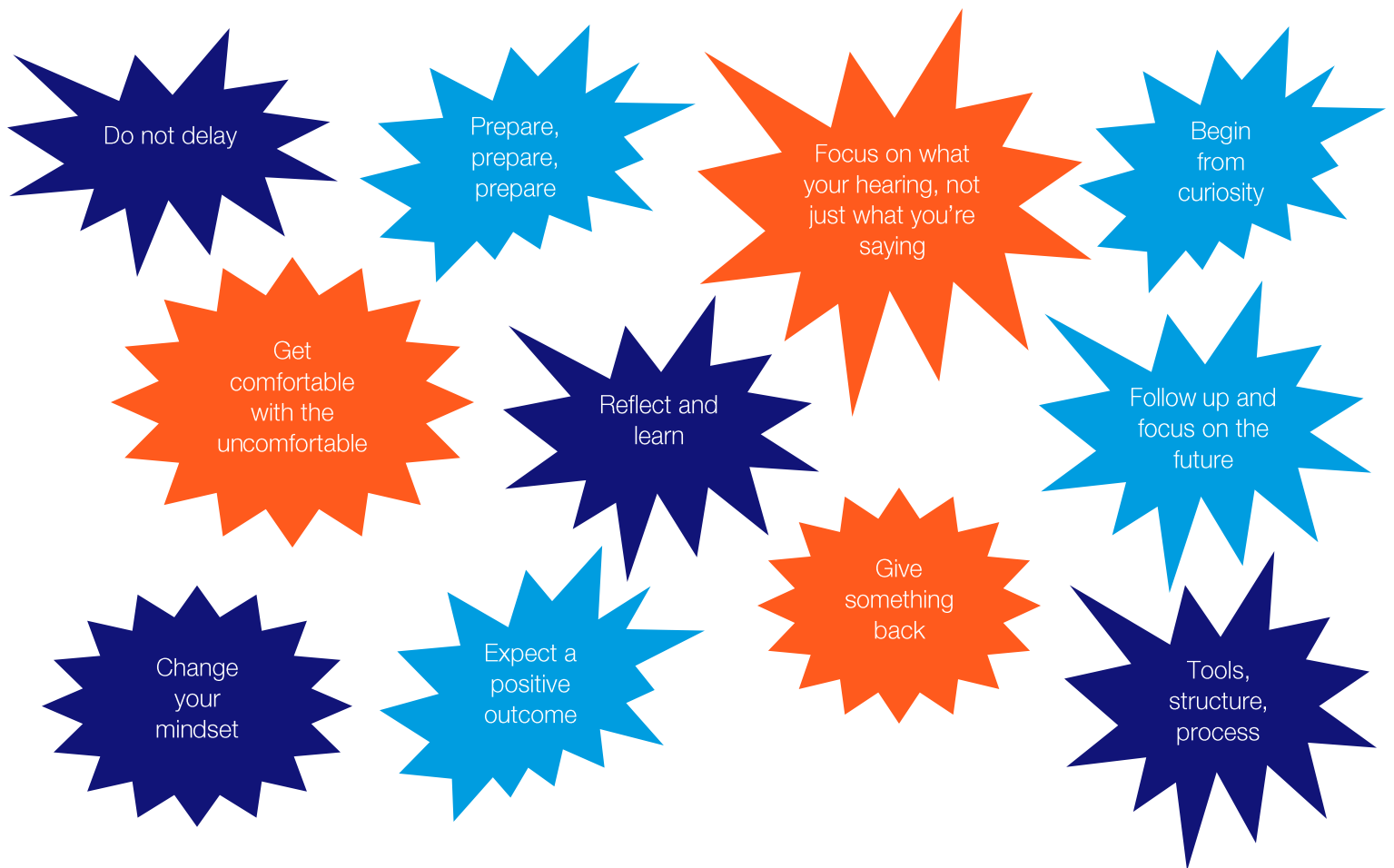
Ways that you can take control of a conversation

1. Self-Regulation – visualising scenarios and being aware of your body reactions
2. Understand how your brain responds to threat – real and perceived
3. Use sensitive language – to avoid triggering defenses and avoid blame
4. Listen actively – appreciative inquiry, not defensive
5. Space to think – taking a steady, non-rushing approach

Insightful matrix

	Acknowledging	Developmental
To help them	Build their self esteem	Support their development
To meet my need	Reinforce desired behaviours	Change or correct behaviour

Top tips when preparing for a difficult conversation



Final Reflections and further reading

- Difficult Conversations become even more difficult when the delivery is muddled – remember Structure, Process, Outcome
- Compassion is a great asset
- Authenticity will take you a long way
- Opportunity for you and them to grow and develop
- [How to Have Difficult Conversations When You Don't Like Conflict \(hbr.org\)](#)
- [Giving Feedback When You're Conflict Averse \(hbr.org\)](#)

Next session

You can sign up to further electives on the [Discovering Leadership resources page](#)

Any questions or concerns about the programme please contact leadership@diabetes.org.uk