

A Fresh Start Infographic: Leading Difficult Conversations

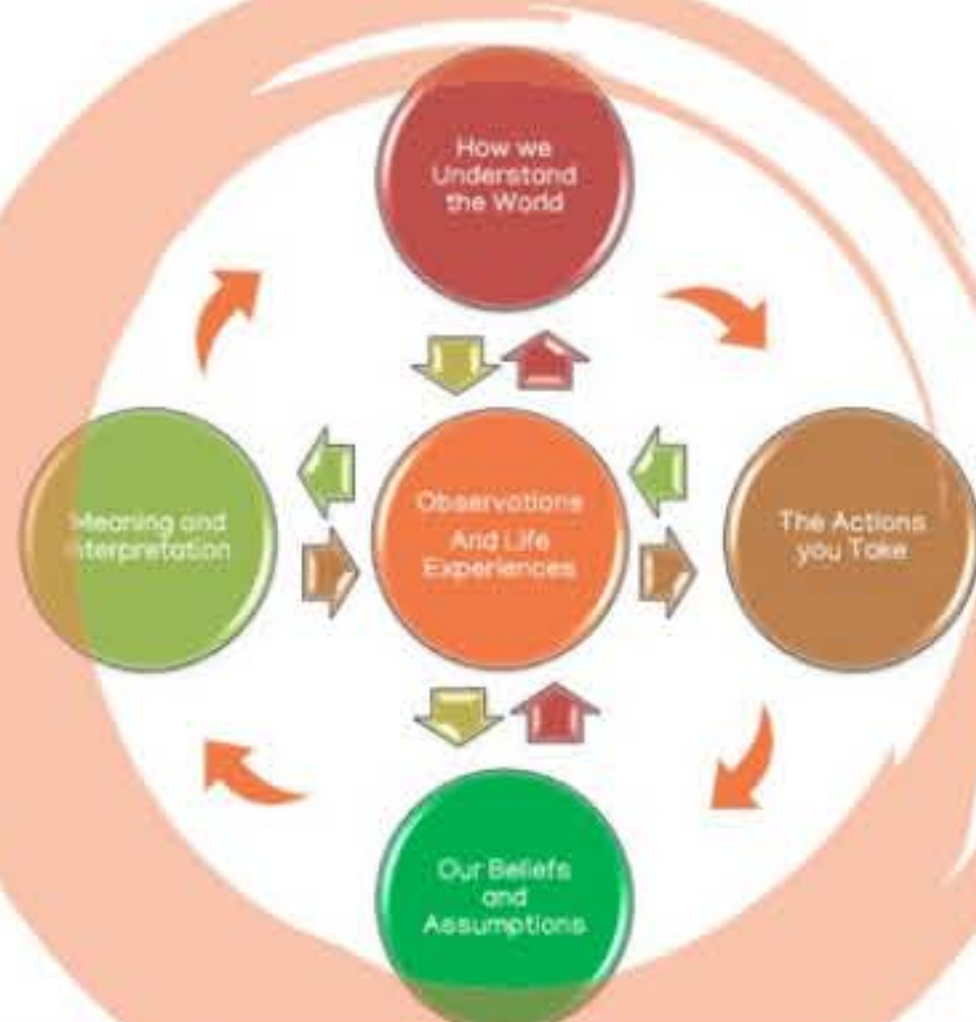
Identify and Prepare



Often, the only way forward is to face the issue head on by having a conversation about it with those involved.

Leading challenging conversations is about facing your discomfort and dedicating yourself to the conversation that needs to happen.

We will guide you on how to do be flexible, using proven strategies and a refined process.



The Ladder of Inference

The ladder of inference posits that there is a ton of observations that we make throughout our lives, and those observations lead to meaning or how we understand the World and things that happen in it, which leads to beliefs and assumptions that we make which ultimately lead to actions that we take.

Defining Goals & Interests



the 6-Steps to structuring a difficult conversation

- ✓ Perspective & Lens - Ours
- ✓ Perspective & Lens - Theirs
- ✓ Why was this avoided in the past
- ✓ Preparing for adverse reactions
- ✓ Understanding the impact
- ✓ Talking about next steps

DO's & DON'Ts

This guide focuses on assisting with and handling reactions. You may want to review it when preparing for or having challenging conversations. Below, you'll find a list of common reactions, along with dos and don'ts for your response.

Reactions	Do's	Don'ts
Defensive	Focus on examples that help reinforce the message you are trying to convey.	Ignore what the person is trying to say or dismiss their viewpoint.
Angry	Acknowledge the person's anger. Clarify that the conversation is to gain mutual understanding and is not meant as a personal attack.	Become defensive and respond to the person with anger.
Quiet	Acknowledge the response and express your concern. Be sure to occasionally ask the person for his/her feelings to keep him/her engaged in the conversation.	Continue to talk as though nothing's wrong.
Passing Blame	Encourage the person to focus on aspects that they believe they can control. If possible, work with the person to identify ways to increase support and resources.	Ignore the person's concerns and enforce blame on him/her.
Apathy	Make the person aware of what you believe they are feeling and allow them time to respond. Be sure to reemphasize the purpose of the conversation and its impact on the person, team, and/or business.	Penalize or disregard the person for not showing the concern.

The Fresh Start Six-Step Process

Understanding you business
Listening to what you need is of utmost importance to us. By understanding what conflicts your business is facing we can cater a plan specifically for you that increases productivity and profitability.

Conflict Management Workshops
These workshops are designed for the entire team to listen, learn and grow. We can work with you to ensure the focus is on the strategies your team needs to succeed.

Workplace Mediations
We work with you and your staff with the utmost assurances to confidentiality, collaboration and a results-oriented approach.

Internal Review & Assessment
Compiling and assessing the results of our process is essential in understanding whether we are dealing with personalities or structure.

Implementation & Support
We will work with you side-by-side to ensure that the new strategies are put into effect and that your team not only accepts the shift but are leading with it. We are there to support the transition every step of the way.

Training & Maintenance
Our 3-day intensive Communication & Mediation Skills program can help your team move from conflict to dealing with it effectively and efficiently, maximizing your team's productivity.

Get in Touch



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