

every  
woman

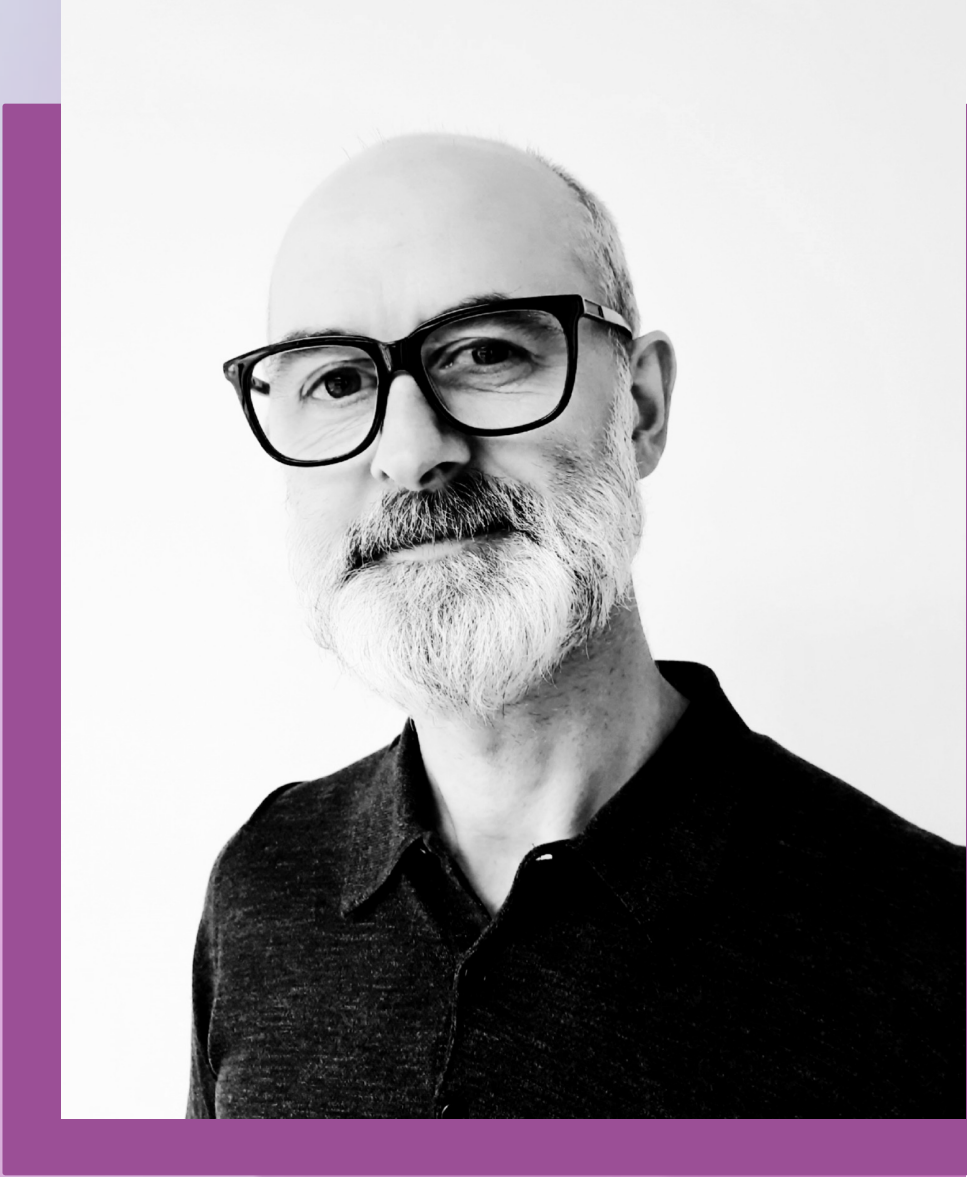
## Handling difficult conversations





Simon Coleman

**Everywoman expert**







# Poll One

Have you had an awkward, difficult or challenging conversation in your workplace in the last 3 months?

Yes

No



## Poll Two

Vote for the one you believe would be most challenging?

Offering an Olive branch

Asking for help or guidance

Checking on the welfare of a colleague

Making someone redundant

Delivering a poor performance review

Talking to a colleague about negative behaviours

Saying 'No' to a client





# Poll Three

Which one of these is your most likely rehearsal time for a challenging conversation?

No time

Less than 2 mins

Less than 5min

Less than 10min

10 – 20 mins

20+ mins

# The four pillars of successful conversation

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The right **MINDSET** helps you to have a more productive conversation.

Recognising and learning to deal with your **EMOTIONS** or the emotions of others, can help diffuse an awkward situation.

Choosing the right **LANGUAGE** gives clarity of thought and propels the conversation forward.

Our natural **PRESENCE & PERFORMANCE** helps to underline our messages.



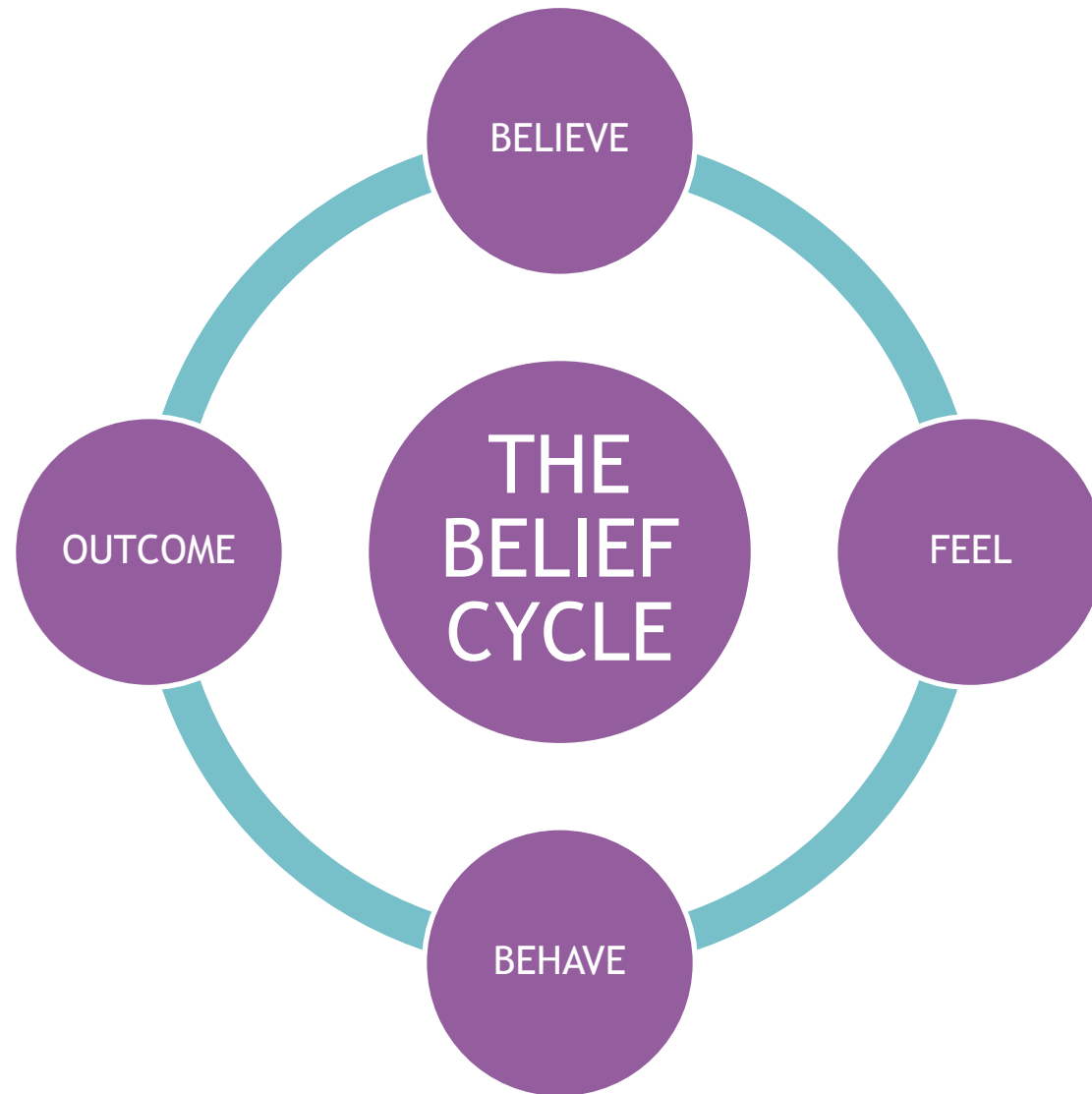






# THE BELIEF CYCLE

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# Ending the cycle

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- Change your behaviour by having a new experience.
- In turn, this will add to or change beliefs and feelings which equals modified behaviour.
- This results in more new experiences, reinforcing new beliefs and, thus, new behaviours in a virtuous circle.



*'Our life is shaped by our mind, for we become  
what we think'*

The Buddha









# Mindset

**Adapt your mindset to support the outcome of a conversation- try these tips:**

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Flick the switch to positive.  
Practice swapping out the negative thought for something you like.

Be aware of your mindset prior to the conversation. You can't change what you haven't acknowledged.

Learn to let go –physicalize what it is that is holding you back. Hold it very tight and then let it go to free up your mindset



*“Learn to use your emotions to think,  
not think with your emotions”*

Robert Kiyosaki



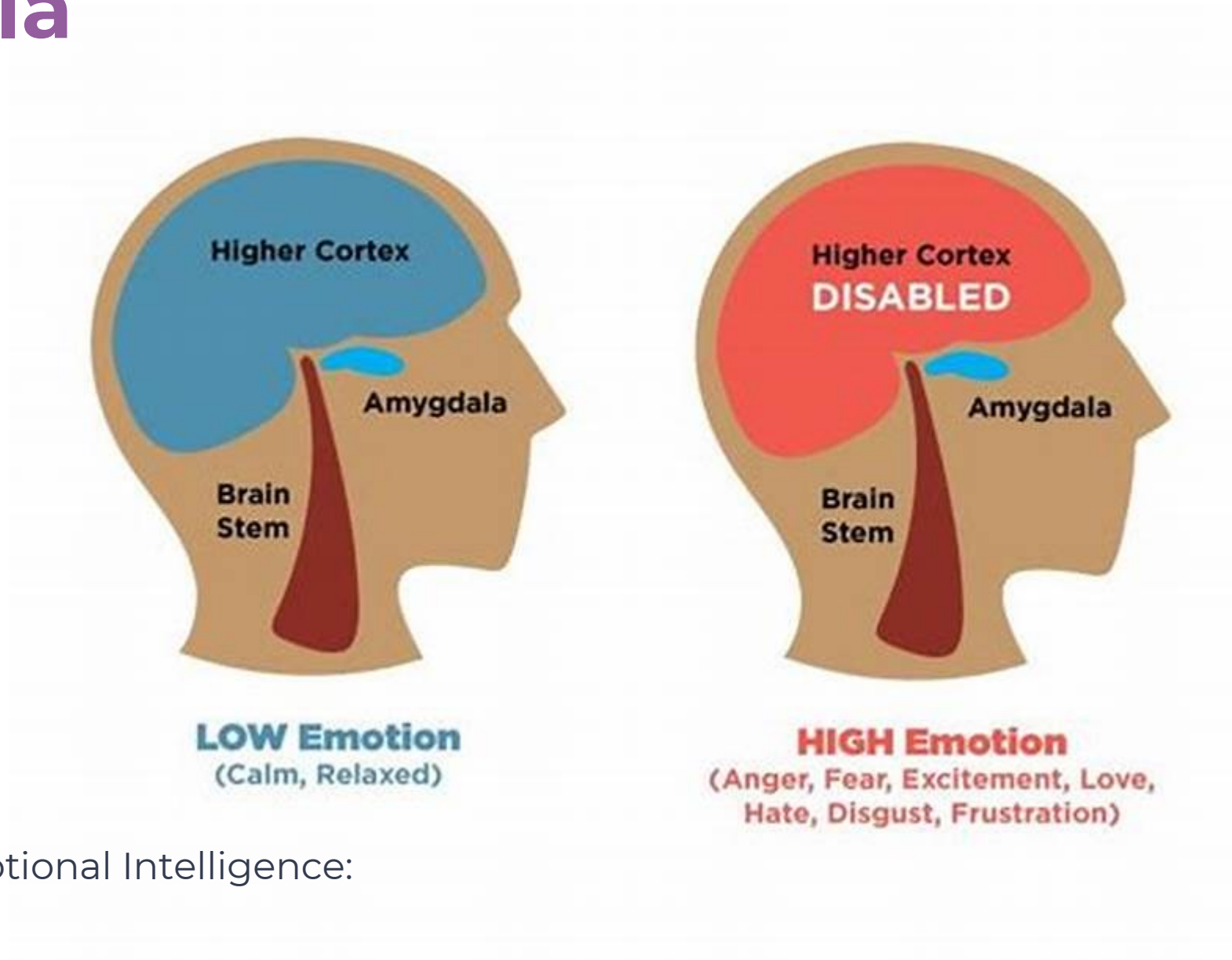
**Flight**



**Fight**



# Amygdala Hijack



Daniel Goelman: 'Emotional Intelligence: Why It Can Matter'

# Emotion

**Use these strategies to manage emotions during challenging conversations.**

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Don't react instantly.  
Box breathing - low and  
slow to choose your  
response.

Deflect your emotions.  
Scrunch up your toes.  
Hold. And release the  
tension.

Focus on achieving the  
best possible outcome.  
This is not about winning  
or losing.



# Exercise

Imagine you need to have a difficult conversation with a colleague in an hour's time.

What's one thing that you have learned from this webinar that you can put into practice immediately?