

Critical Conversations



Professional Developers of Iowa
Dave Daughton

Today's goals.....

-
- Recognize the importance of “Critical Conversations”
 - Provide some tools, strategies, resources, examples to help you with those conversations.

Effective Communication

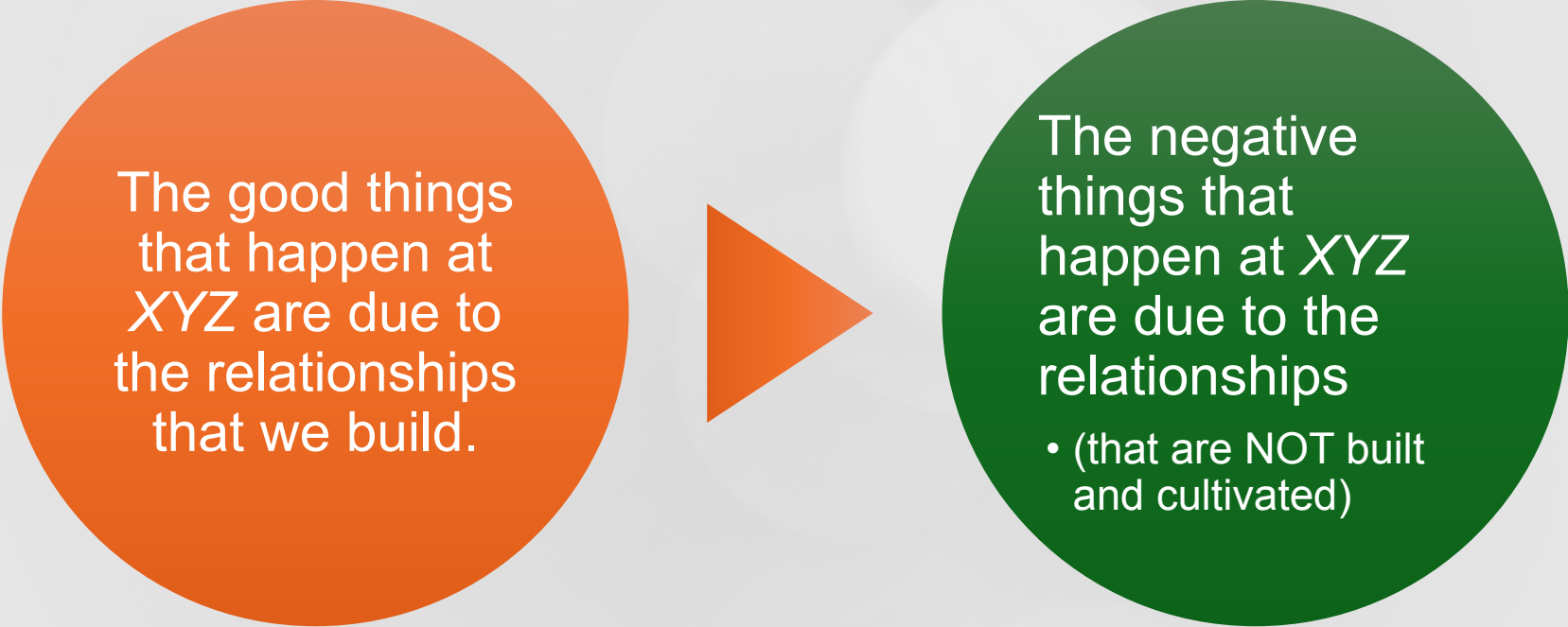
Conversation

Communication

Relationships

Integrity

Relationships



The good things
that happen at
XYZ are due to
the relationships
that we build.

The diagram consists of two large circles, one orange on the left and one green on the right, connected by a large orange arrow pointing from left to right. The orange circle contains text about positive outcomes, and the green circle contains text about negative outcomes, both attributing them to relationships.

The negative
things that
happen at *XYZ*
are due to the
relationships

- (that are NOT built
and cultivated)

Effective Communication

- In the absence of communication, negativity fills the void.
- Jon Gordon

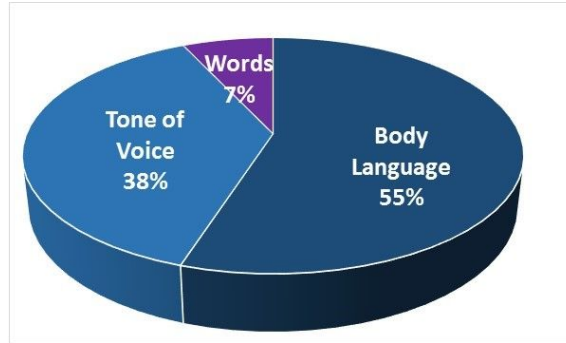
Types of Communication

- Avenues.....
 - Verbal(face to face) or Written
 - Blast OR Individual
 - What's best??????
 - Answer?-----IT DEPENDS*****

Effective Communication

- 3 parts

• Words-----Body Language-----Tone of Voice



***AND.....LISTEN!!!-----"Active Listening"

Critical Conversations

- “Interchangeable” vocabulary—Critical, Crucial, Fierce, Tough.....
- “Difficult conversations are frequently avoided out of fear, limited time, limited capacity for conflict, or not having a clear “right or wrong” outcome”. (Restoration Project)

Types of Critical Conversations

Team

Coaching

Delegation

Confrontation

“Interrogate Reality”

Ever
wanted to
call a
co-worker a
name??

- Raise your hand IF.....
- Drill Bit—Small boring tool.....
- Kit Kat---Always taking a break.....
- Justin---Does *justinuff* not to get fired.....
- Lantern---Not very bright and has to be carried.....
- E.T.---Just wants to go home.....
- *****Readers Digest



Confrontational Conversations



- This is Joe.
- Joe works here.
- Joe is a problem....

JOE.....

- Anger, Frustration/Stress
 - For YOU and OTHERS
- Try to handle by:
 - Doing his work
 - Ignoring him
 - “Detouring” him
- * WHY don't I address him?
 - I hate conflict
 - It might make the situation worse
 - Might be MY Fault

Confrontational Conversations

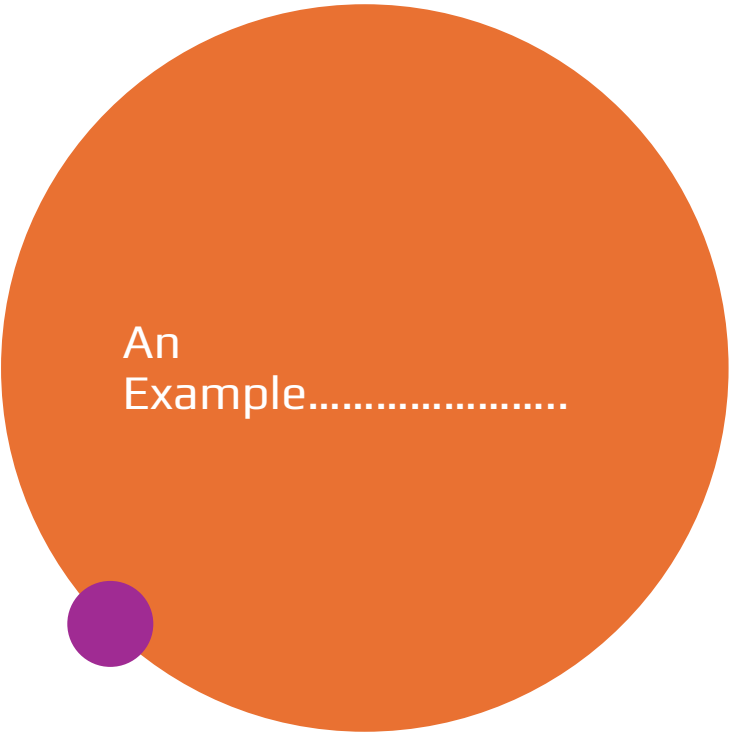
BAD Examples***

- --Sandwich/Oreo
- --Michael fires Devin –"The Office"

Common Scenarios for "Joe?"

Confrontational Conversations

- A direct and honest discussion to address an issue or a conflict
- When?
 - NOW
(Let it slide?-----Becomes your problem and not theirs)
 - Monday or Friday---AM? or PM?
- Why?
 - Avoiding conflict leads to unresolved tension
 - It creates accountability and builds trust
 - Helps teams and individuals grow
 - Improves Relationships*****



An
Example.....

*Impressions?

*What did you see?

*What didn't you see?



Confrontational Conversations

- *Scripting* your Opening

Why?

How?

- Name the issue
- Specific example (1 or 2)
- Describe your feelings about it (concerned, fearful, frustrated)
- Clarify why it's important (and who)
- Identify your contributions to the issue
- Indicate your wish to resolve
- Invite them to respond.....

Your turn.....

- An issue.....Pick 1 example—real or made-up
- Script your opening, using the handout.
- Then share opening with each other..... Provide any feedback.
- NOW---Role play(Good Joe.....EZ convo) and critique

Confrontational Conversations

Hints.....

- Really listen
- Check your ego—*Limit your emotion*
- *Respond* not react
- Remember your goal
- Look for solutions

• **Deny-Deflect-Defend**

—Keep them focused!!

Confrontational Conversations

- Do another opening statement—switch issues—learn from the 1st time.....
- Now---Role Play—(“Bad Joe.....”)

Confrontational Conversations

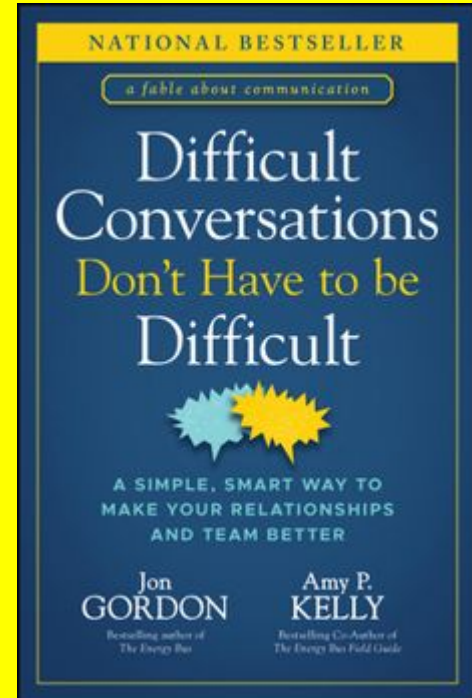
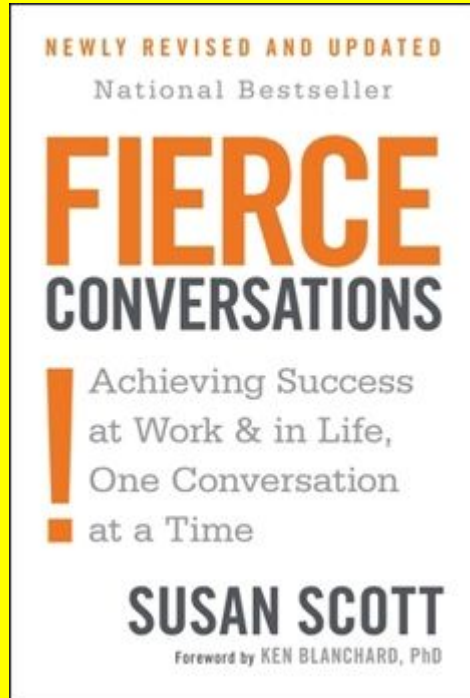
- End of the Conversation
 - * Review
 - * Clarify any action steps
 - * Accountability
 - * Confidentiality
- Post Conversation Actions
 - * Reflect—*LADS* process
 - * Document

Critical Conversations

- Summary.....
 - Effective Communication
 - Recognize the importance of “Critical Conversations”
 - Provide some tools strategies, resources, examples to help you with those

*****Build relationships and strengthen the way that you lead.*****

Resources



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Professional
Developers
of Iowa

Thank you!!

Dave Daughton,
Three D Solutions
@ddaughton on X

Dave Daughton on
Facebook

dave.daughton@gmail.com