

FOOL-PROOF FORMULA FOR HAVING UNCOMFORTABLE CONVERSATIONS

A photograph of two men in an office setting. The man on the left, who is Black and wearing glasses and a light-colored sweater, is smiling and looking towards the other man. The man on the right, who is white and wearing glasses and a brown jacket, is looking back at him. They are sitting at a desk with a laptop and a glass of water. A large window in the background shows a cityscape. The text 'FOOL-PROOF FORMULA FOR HAVING UNCOMFORTABLE CONVERSATIONS' is overlaid in a dark blue rounded rectangle on the left side of the image. The text 'LIVING AS A LEADER' is in the bottom right corner.

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Welcome



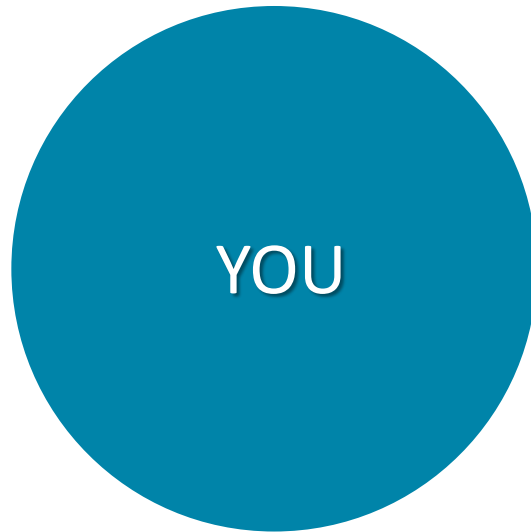
- Think about an 'uncomfortable' situation that come to mind for you...one you might like to address.

Today, we will talk about:

- Considerations as you approach an “uncomfortable” situation.
- A six-step process to guide your conversation.
- Choosing specific words to use during the conversation

Three Players

Which side do you tend to take during an uncomfortable conversation?



The Feedback Formula

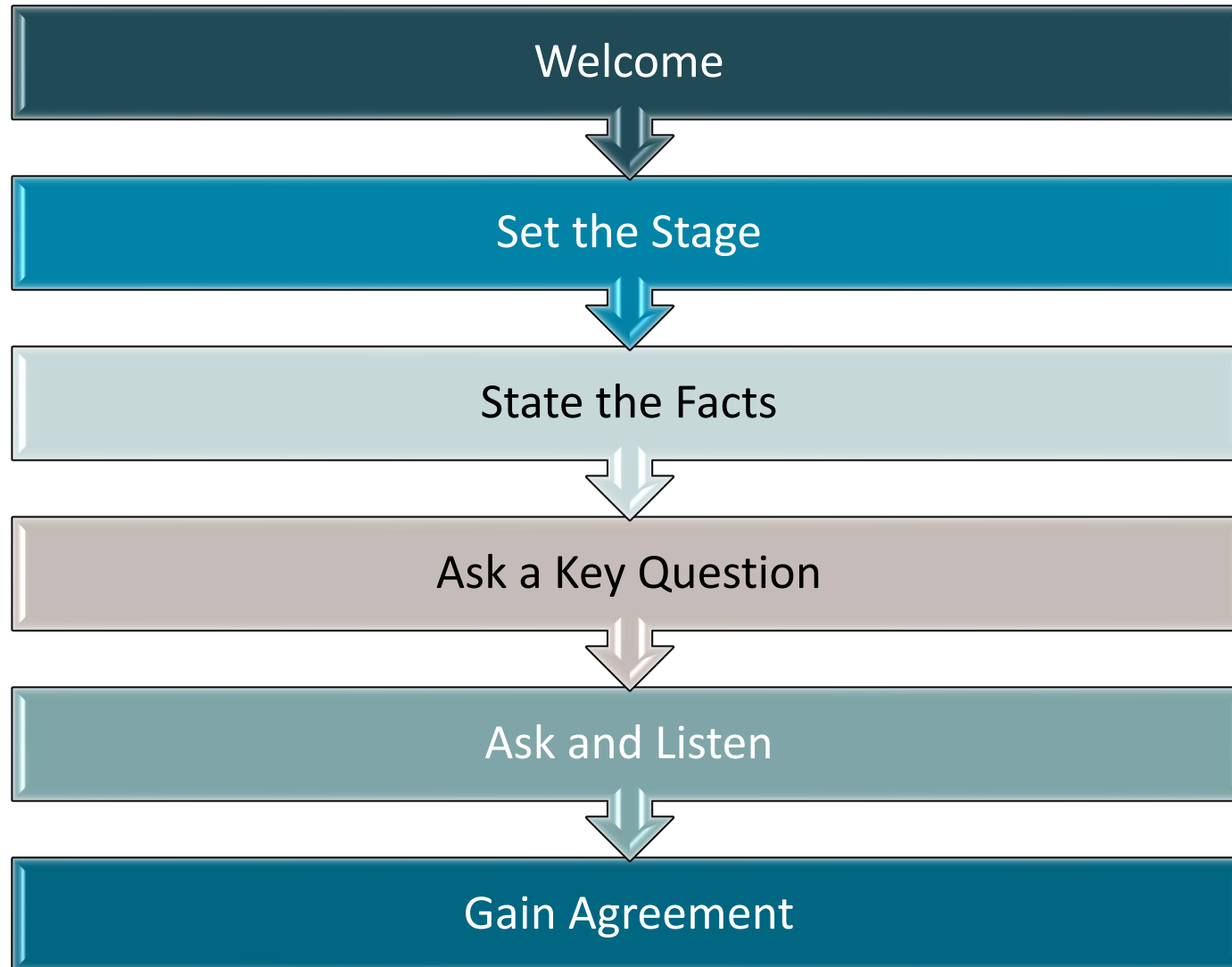
Which side do you tend to take during an uncomfortable conversation?



How to state the facts

- Describe what you see or hear
- Only the facts – no assumptions
- Free of judgment or criticism

Six Step Process for Conducting a Critical Conversation



Step One: *Welcome*

- Show gratitude
- Connect



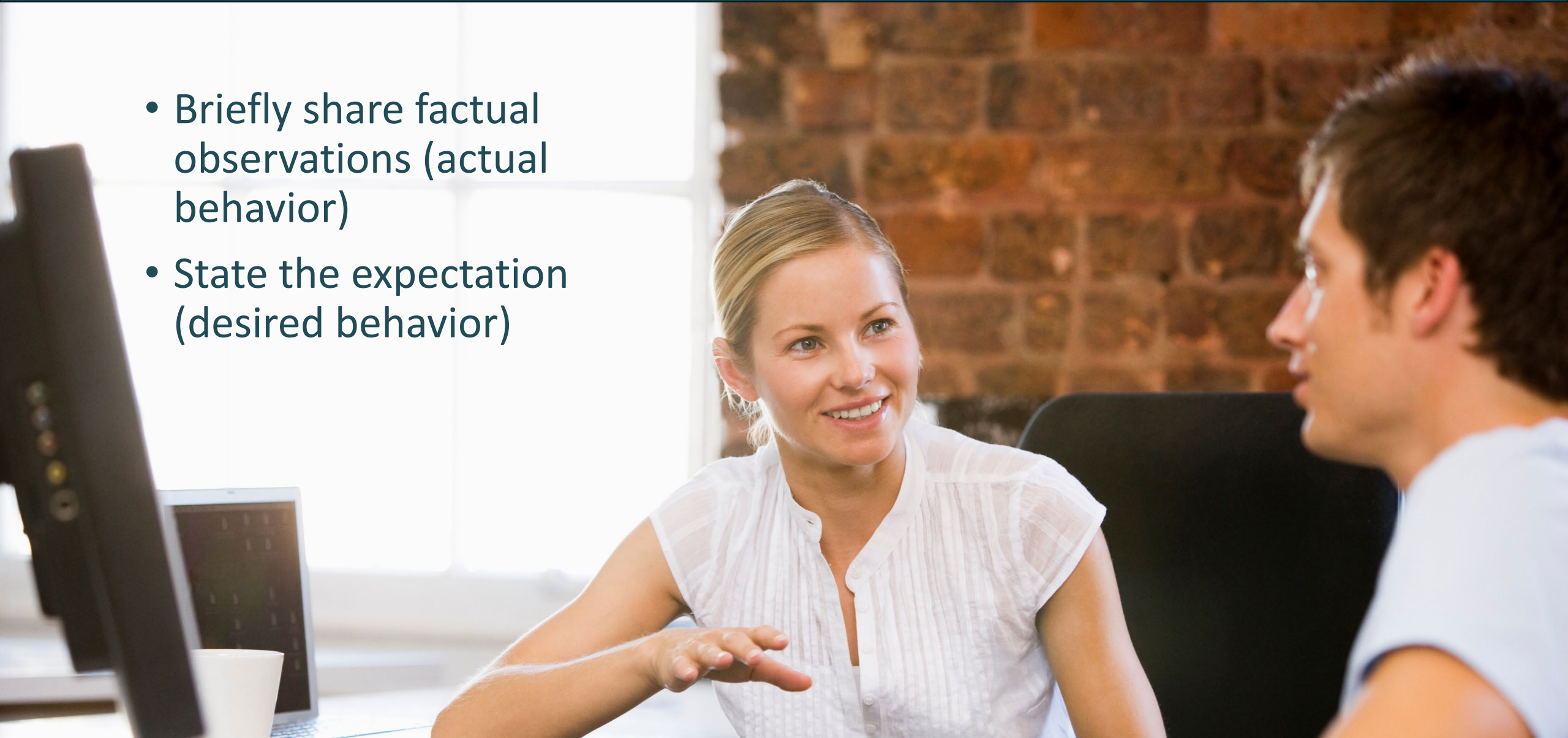
Step Two: *Set the Stage*



- State “concern”
- Outline the discussion
- Get reaction

Step Three: *State the Facts*

- Briefly share factual observations (actual behavior)
- State the expectation (desired behavior)



Fact Statements: EXAMPLE #1

I've noticed that you've started work late four times in the last two weeks, each time by 10 or 15 minutes. The expectation is that you're logged onto your computer and ready to begin work no later than 7:30am.

Fact Statements: EXAMPLE #2

During the past month, you've missed four important deadlines, all that affected my ability to meet my deadlines. The expectation we established on our team is that we will all honor deadlines.

Step Four: *Ask a Key Question*



- Hand over “The Ball”
- Ask one question:
 - What can you tell me about this?
 - What’s going on?
 - What happened?

Step Five: *Ask and Listen*

- “Peel the Onion” by asking questions to understand
- Add your perspectives only as needed
- Share in *impact*, consequence and/or your *positive intent* as needed
- Ask about options for moving forward
- Add your thoughts about options



Step Six: *Gain Agreement*

- Verify new or modified actions/goals/behaviors
- Collaborate on timelines and follow-up
- Summarize agreement

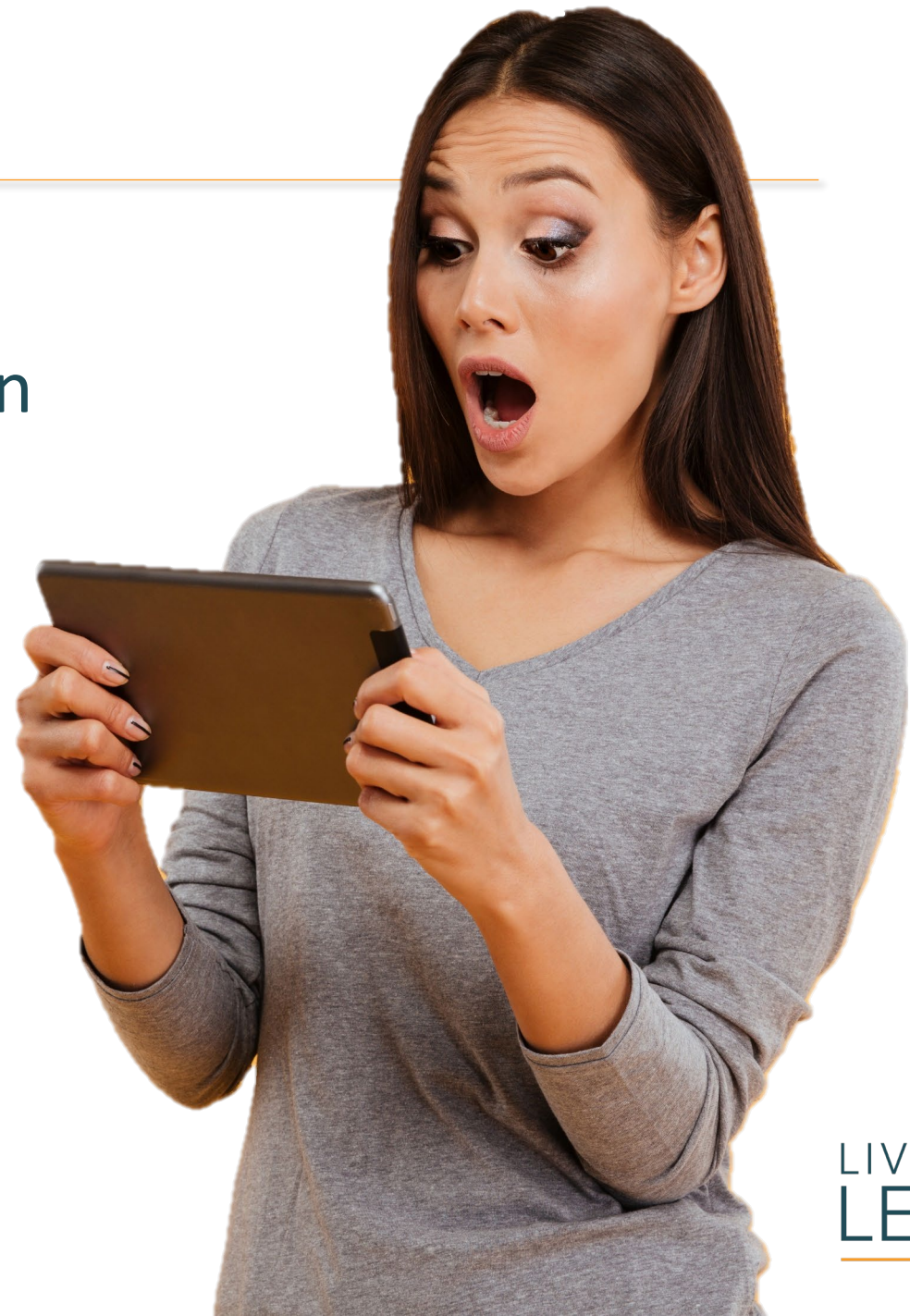


Individual Application

- Now, think about your “Uncomfortable” situation.
- Prepare your fact statement
- Let’s walk through a couple of examples!

Your Aha

What ONE thing did you learn today that will be helpful for you moving forward?

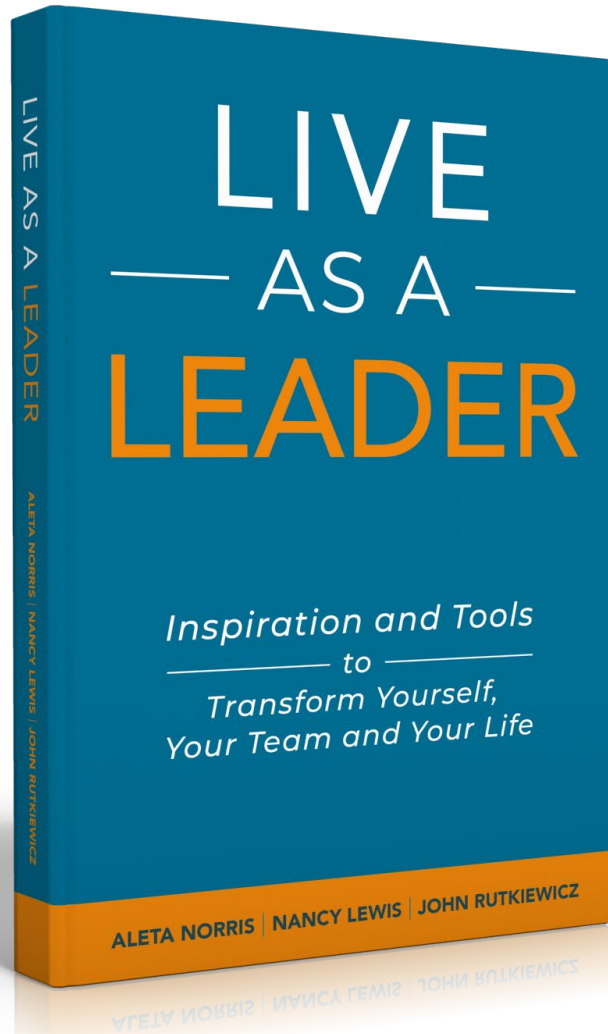




Join the conversation



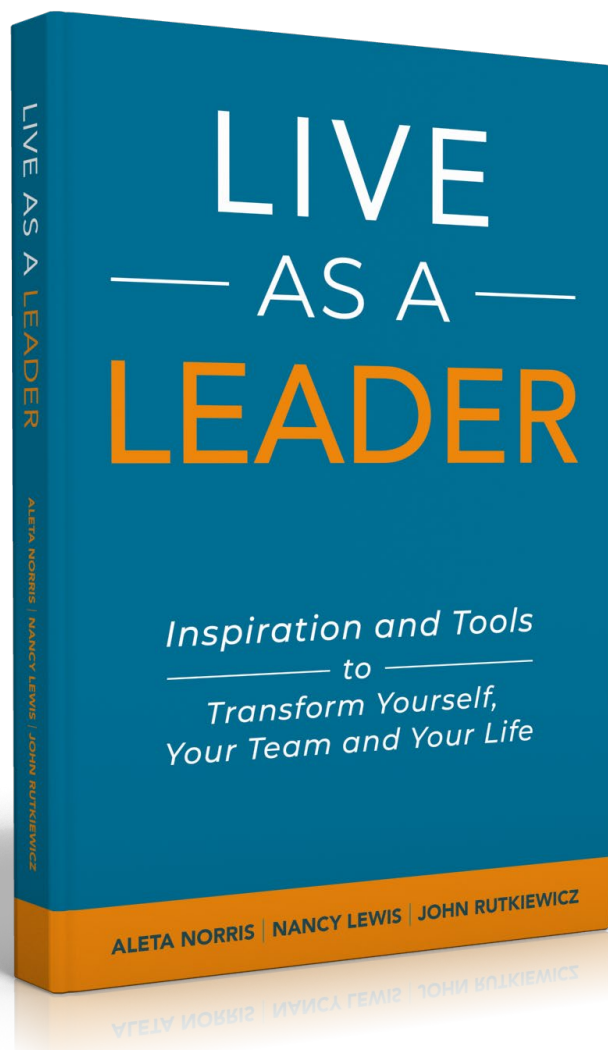
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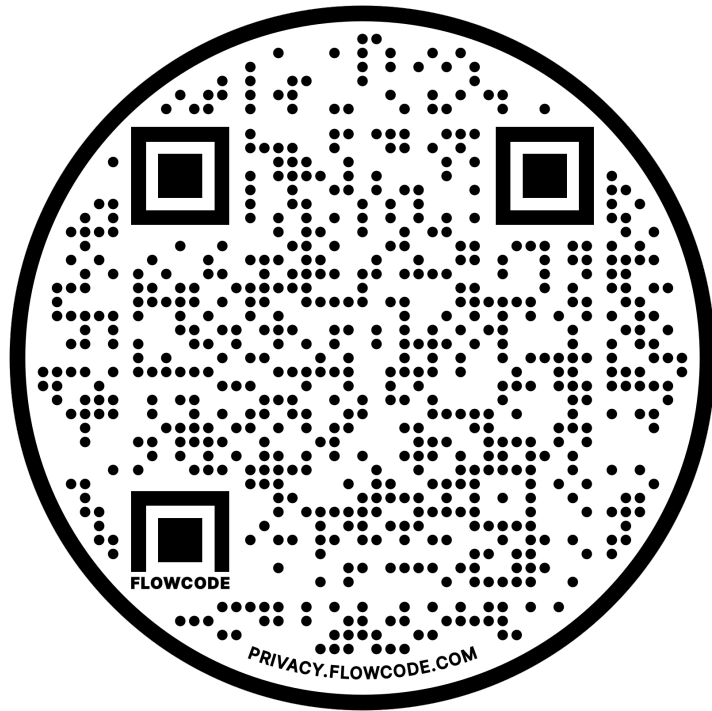


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About

Aleta Norris is an expert leadership coach and trainer with 30 years of experience developing leaders. She is also a highly sought-after speaker for annual meetings, keynote engagements, panel discussions and networking groups.

In 2002, [Nancy](#) and Aleta co-founded Living As A Leader® to support the effectiveness of leaders at all levels of an organization. Today, Aleta oversees Living As A Leader's sales and marketing activities, as well as the launch of the company's new Living As A Leader Online services.

Additional Expertise:

- Contributing author on the topic of leadership for various publications
- Co-authored the [Living As A Leader® Leadership Development Series](#) and System
- Earned MS in organizational science and adult education, University of Wisconsin - Milwaukee
- Best selling author of "Women Who Spark: 12 Steps to Catapult Happiness, Cultivate Confidence, and Discover the Purpose of Your Life"



Thank You For Your Participation!

What questions do you have?

For additional leadership
resources visit
www.livingasaleader.com