

***Managing difficult
conversations and
situations***

3 JULY 2019

The webinar will begin shortly...

Business & Management
60 minute webinar: Managing difficult conversations



Richard Jenkins

MANAGING DIFFICULT CONVERSATIONS & SITUATIONS

Richard Jenkins

PROVIDING LIFELONG SUPPORT TO PAST AND PRESENT ICAEW MEMBERS AND THEIR FAMILIES

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'I'm so grateful for all of the support that CABA has given, and continues to give to me. I would recommend them to anyone feeling that they could do with career or personal support.'

Freya

'This experience completely opened my eyes to the support available to people in this profession. CABA is there for everyone, not just those in desperate need.'

James

IN THIS WEBINAR WE WILL DISCUSS...

- What a difficult conversation is
- Tips for managing the conversation
- Assertiveness
- Conflict resolution techniques and how to defuse difficult situations

WHAT IS A DIFFICULT CONVERSATION?

...one whose primary subject matter is potentially contentious and/or sensitive and may elicit strong, complex emotions that can be hard to predict or control.

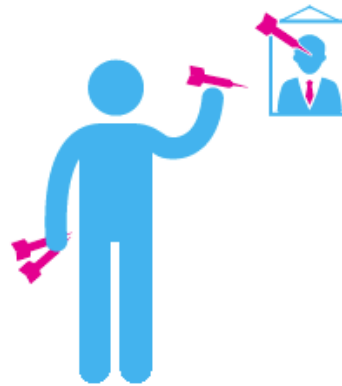
The Chartered Management Institute 2018

In the UK, the top three hardest conversations we face in our lives are all work-related.



PAY

33%



**COLLEAGUES'
INAPPROPRIATE
BEHAVIOUR**

31%



**FEEDBACK ON POOR
PERFORMANCE**

30%

Research conducted by The Chartered Management Institute 2018

TIPS FOR MANAGING THAT DIFFICULT CONVERSATION...

- Plan
- Be prepared
- Curious vs Furious
- Listen
- Be professional



BE ASSERTIVE

Being assertive means that you express yourself effectively and stand up for your point of view, whilst also respecting the rights and beliefs of others.

ASSERTIVE TECHNIQUES

- The Assertiveness Drill – “I need your help...”
- The Broken Record
- Workable compromise



DEFUSING DIFFICULT SITUATIONS

Non-Verbal Behaviour to help defuse situations

- Be aware of your own body language and present a non-threatening, open stance.
- Keep good eye contact but ensure this does not appear confrontational.
- Move slowly and steadily. Try to keep physical movements calm.
- Respect personal space
- It's okay to walk away if you feel threatened

4 STEPS TO CONFLICT RESOLUTION

1. Introduction – set the right tone
2. State what the issues are and give evidence
3. Ask for an explanation
4. Agree a way forward
5. battles

REMEMBER

- Make reaching a resolution the priority rather than winning or "being right."
- Pick your battles
- Be willing to forgive.
- Know when to let something go

SOMETIMES THINGS CANNOT BE RESOLVED AMICABLY OR SATISFACTORILY, KNOW THAT YOU HAVE DONE YOUR BEST

The serenity prayer

- Grant me the serenity to accept the things I cannot change, the courage to change the things I can, and the wisdom to know the difference.

Reinhold Niebuhr (1892–1971).

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THANK YOU FOR ATTENDING

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