

LeaderShift 

LeaderShift 

LeaderShift 

 Addictions & Mental Health Ontario	 Dépendances & santé mentale d'Ontario
 aohc acso	 OCSA Ontario Community Support Association
 Canadian Mental Health Association Ontario <i>Mental health for all</i>	 Association canadienne pour la santé mentale Ontario <i>La santé mentale pour tous</i>

 Addictions & Mental Health Ontario	 Dépendances & santé mentale d'Ontario	 afhto association of family health teams of ontario	 Canadian Mental Health Association Ontario <i>Mental health for all</i>	 aohc acso	 OCSA Ontario Community Support Association
--	--	--	--	---	---

LeaderShift 

Build Your Capacity. Enhance Your Impact.



How to Have a Difficult Conversation

*What's Worse than a
Difficult Conversation?
Avoiding One*



WELCOME



Peaceful
Joyful
Purposeful
Mindful
Energized
Prosperous
Grateful
Reflective
Intentions
Aware
Balanced
Generous
Compassionate
Curious
Healthy

Make sure to share your LeaderShift experiences with your peers



@LEADSleaders
@leadershifton



#leadershift

#leadershipmatters

#StartALeaderShift

#ONHealth

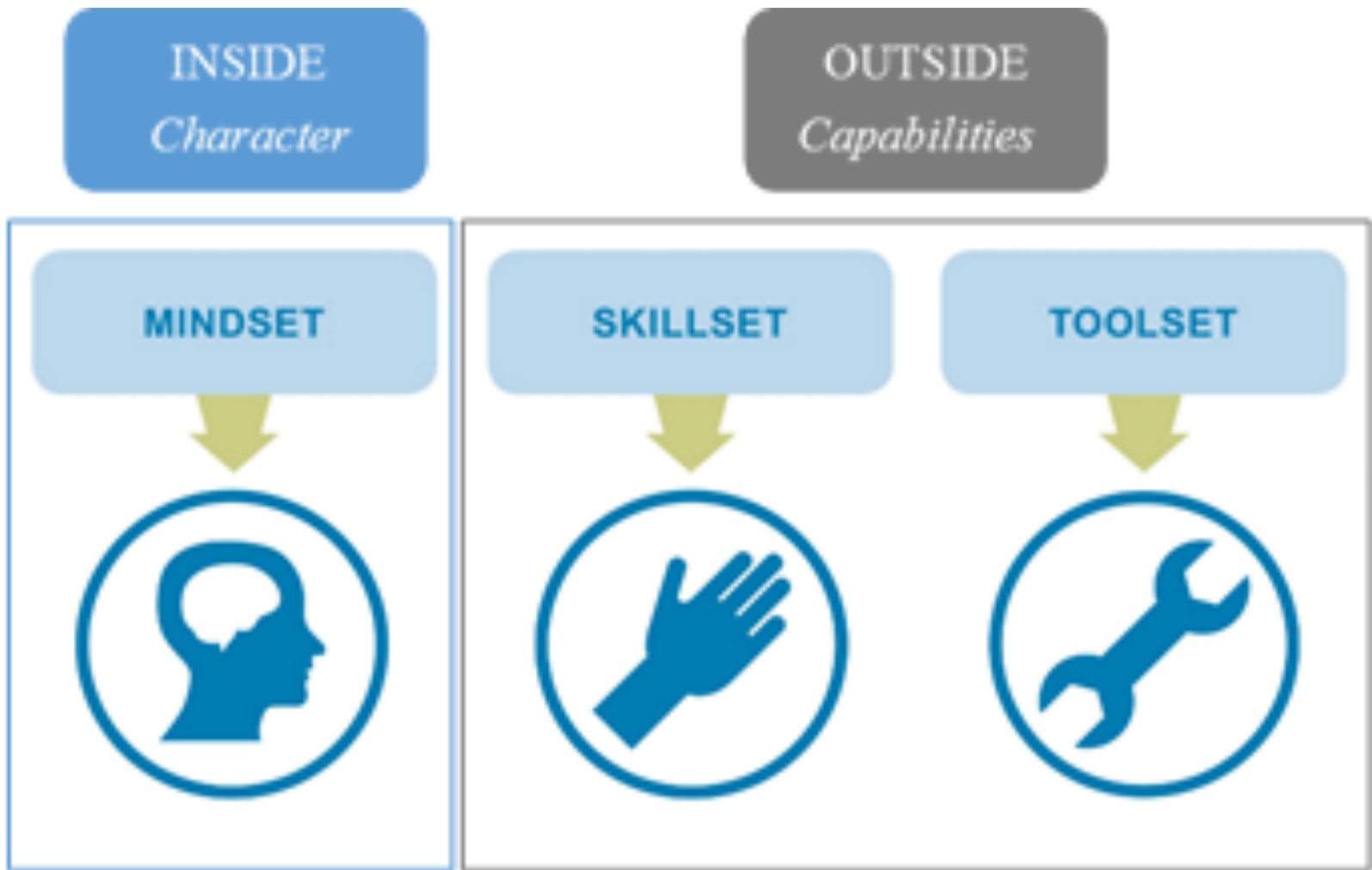
Don't forget to share and discuss on your LEADS Community for Practice

I'm Curious?

What do
you want to
take away
today?



Essential Elements



MINDSET



FIXED



GROWTH

MINDSETS

Why do we label it as “DIFFICULT,
TOUGH ETC.....?”

DIFFICULT

What is the power of the label?

Why Do We Avoid Having These Conversations?

Why Do We Avoid Having These Conversations?

- We think we have too much to lose.
- We have had negative experiences in the past.
- We have never learned the skills to do so.
- We work in a culture where confrontation is devalued or avoided.
- We have been socialized in other contexts (i.e. family) to avoid confrontation
- We forget “hope” is not a strategy.

To often we are focused on the wrong thing!

- We are focused on the paradigm the “cost” of having it.
- The REAL question is **What is the cost of not having it?**



©2011 JudahKurtz.com

SKILL SET



Two Core Skills

- Listening
 - Listening for vs. listening against
 - Listen to understand
 - Listening for what is and isn't being said (reactions, implications, etc.)
 - Be aware of your filters
 - With curiosity vs. judgement
 - Notice what is going on for you

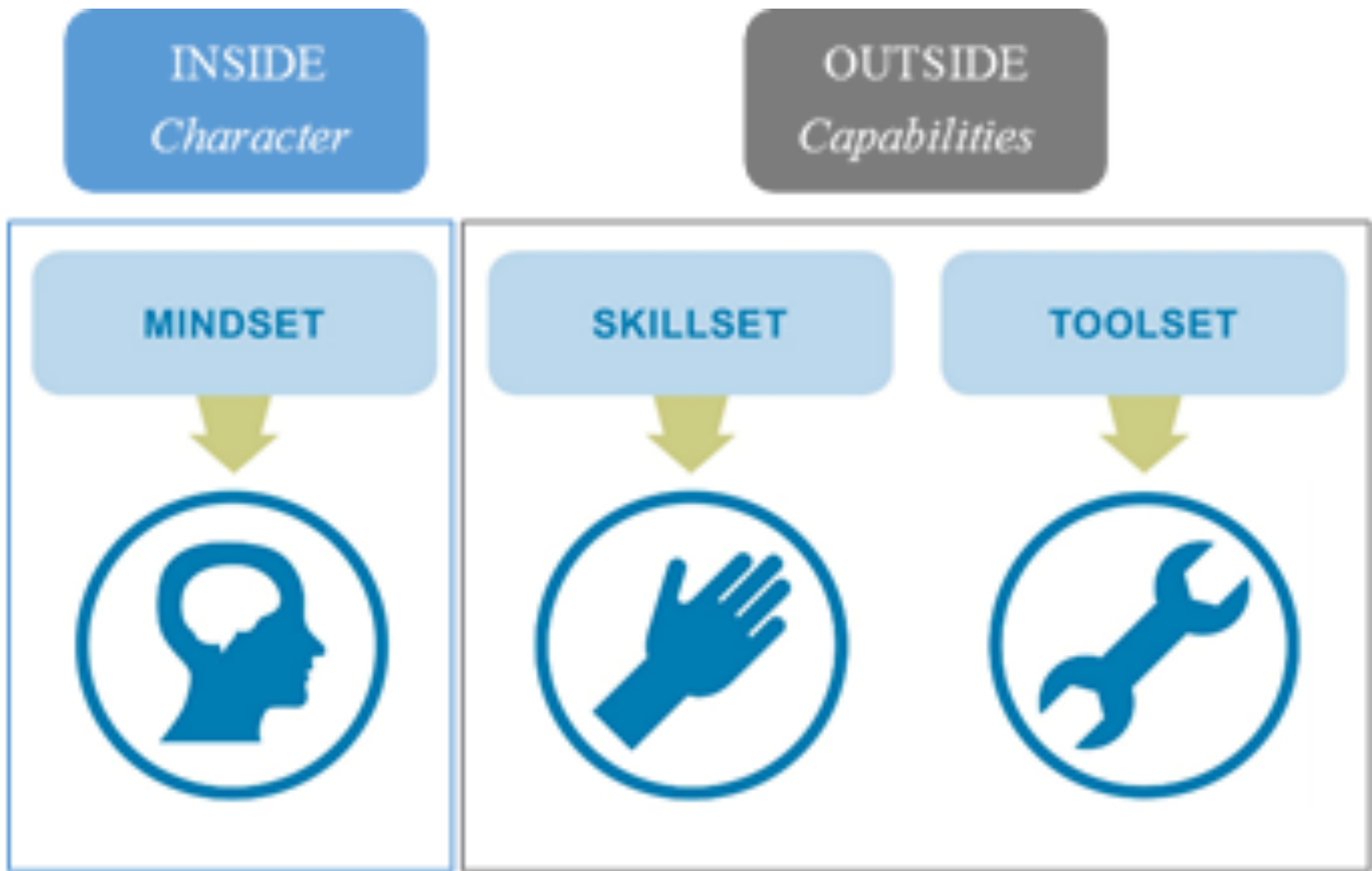


Two Core Skills

- Questioning
 - To clarify and discover
 - Variety (open & close, where, why)
 - Clean
 - No “BUTS”
 - Power of silence



Tool Set – Bringing it all together

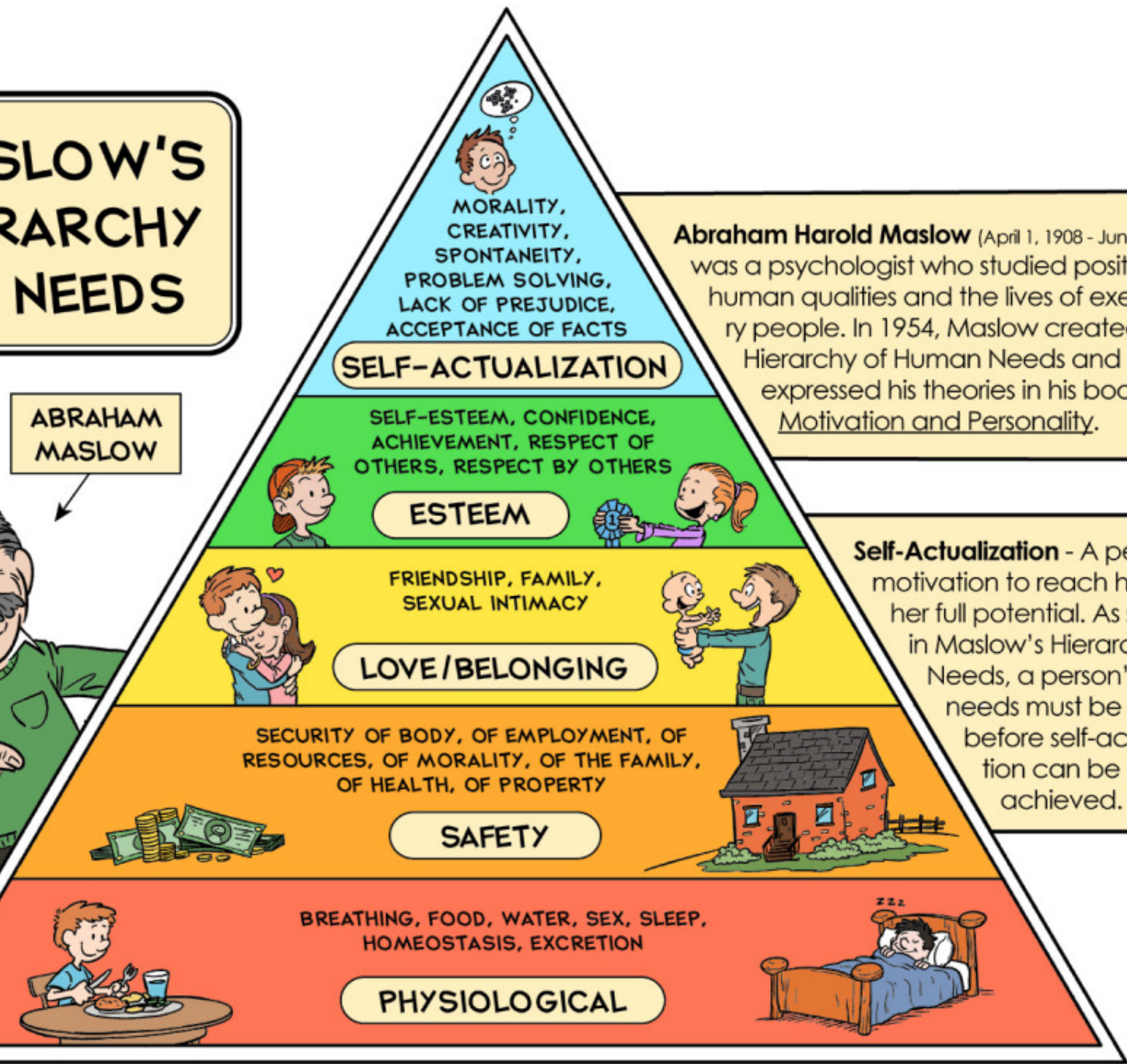


SETTING CONDITIONS FOR SUCCESS

- PREPARATION (*This is all about you – not them*)
 - Recognize EVERY SITUATION IS DIFFERENT.
 - Timely
 - Set your intention
 - Know your desired and/or required outcome (Purpose)
 - Know your triggers
 - Win/Win – Expect a positive outcome
 - Understand the relationship dynamics
 - Right place, Right time, Right Medium
 - Do your best to create a safe environment – know your audience
 - Understand the context (body odor-----potential job loss)

MASLOW'S HIERARCHY OF NEEDS

ABRAHAM MASLOW



Abraham Harold Maslow (April 1, 1908 - June 8, 1970) was a psychologist who studied positive human qualities and the lives of exemplary people. In 1954, Maslow created the Hierarchy of Human Needs and expressed his theories in his book, Motivation and Personality.

Self-Actualization - A person's motivation to reach his or her full potential. As shown in Maslow's Hierarchy of Needs, a person's basic needs must be met before self-actualization can be achieved.

SETTING CONDITIONS FOR SUCCESS

- In the conversation
 - Acknowledge your discomfort (model vulnerability)
 - Reject blame, Accept ownership
 - Preserve the relationship (respect, self control)
 - Manage your emotions
 - Stay focused
 - Be direct and concise
 - Stick to the facts or own that it is your perception
 - Don't defend
 - Power of consistency
 - Be clear what is negotiable
 - Offer support

PROCESS

- STATE YOUR OBJECTIVE
- CLEARLY STATE THE ISSUE/TOPIC
- HAVE THE CONVERSATION
- DETERMINE THE TAKE FORWARD (INCLUDING EXPECTATIONS AND CONSEQUENCES, IF APPROPRIATE)
- ALIGN ON ACCOUNTABILITY/FOLLOW UP (IF APPROPRIATE)

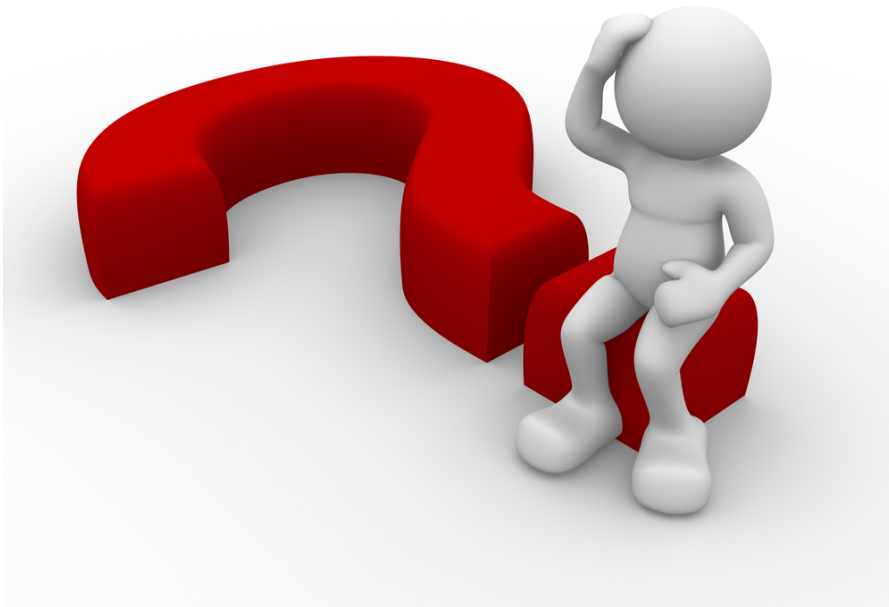
So What, Now What

What, So What, Now What? W³



<http://www.liberatingstructures.com/9-what-so-what-now-what-w/>

Closing



thank
you!