

THURSDAY, Oct 14th, 2021
12:00pm to 1:00pm EST

Tough Conversations Don't Get Easier. But YOU Can Get Better!

A Webinar on Navigating Challenging Conversations

PRESENTED BY
Joel Silverstone



 **COMPUEASE.CA**  **GREATCANADIANTRAINING.CA**

Tough Conversation Formula



Tough Conversation Formula

Get to Dialogue

- NOT solving
- Dialogue means co-operative exchange
- Mutual respect



M.O.R.E: 4 Steps to Better Conversations

MORE

- More options
- More confidence
- More control
- More respect



M.O.R.E: 4 Steps to Better Conversations

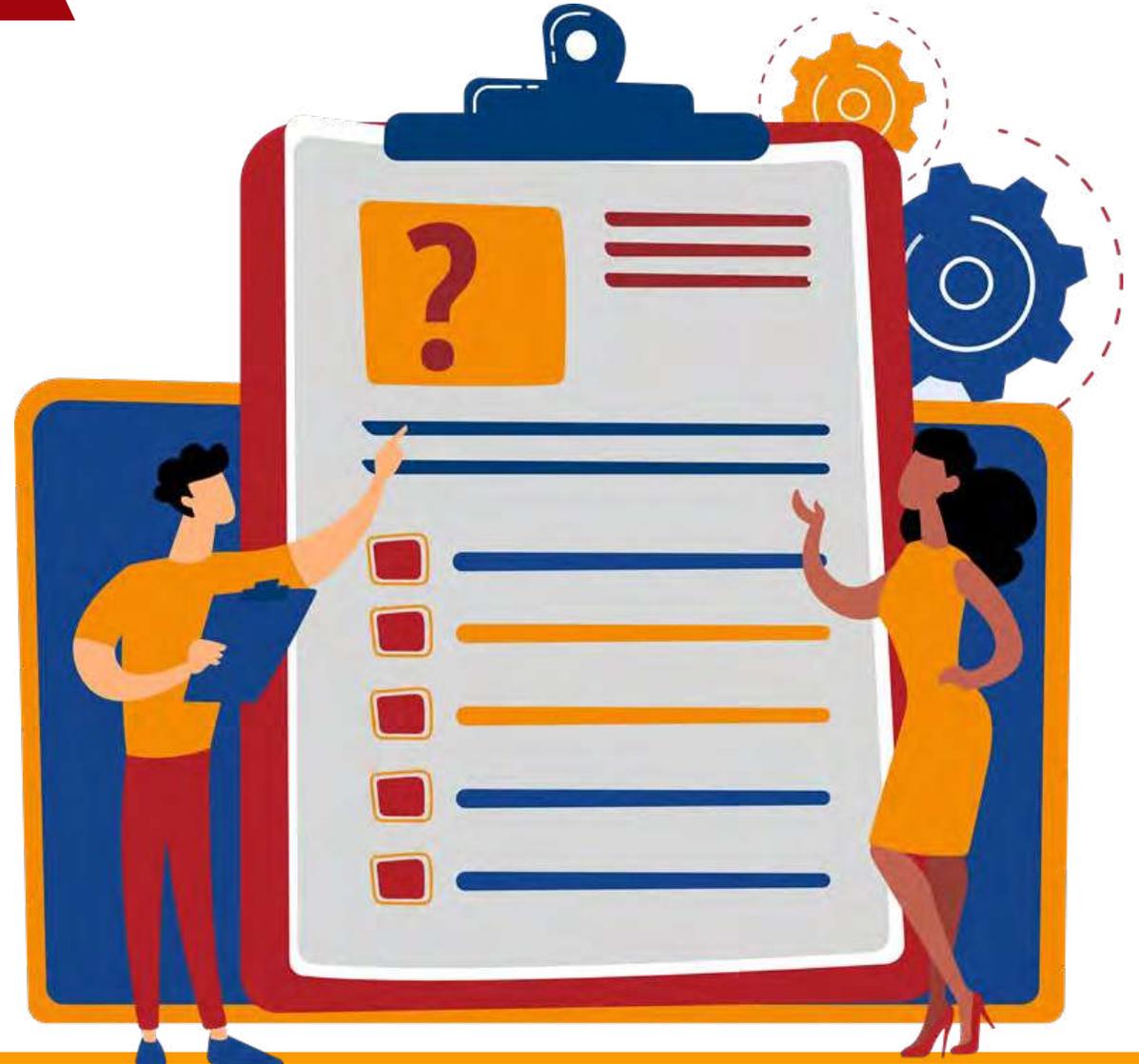
MORE

M. Mindset

O. Observe The Emotions

R. Respect

E. Exchange



MORE Mindset



Step 1: Mindset

How do you want them to feel? Bigger or smaller?



What do I want from this relationship?

- Collaboration
- Trust



Conscious intentions

- To seek common ground
- Focus on the future, not the past
- To find mutual purpose
- Soft on the person, hard on the problem

MORE

Observe the Emotions



Empathy



#1 Cognitive Empathy



#2 Emotional Empathy



#3 Compassionate Empathy

MORE Respect



When We Listen



- **75%** of the time we are distracted, preoccupied.
- **50%** of the time we can immediately recall what was said.
- **20%** of the time we remember less one hour later.

LESS if we didn't like the subject or the person!

Listen Without Solving



MORE Exchange



Safe Environment



- Your actions matched your intentions
- You were aware of triggers and managed them
- You empathized
- You understood your emotions
- You tried to make them look good
- You listened
- You showed respect

You created safety

Upcoming Classes

Professional Skills Training

October 21, 2021

Writing Reports and Proposals

November 1, 2021

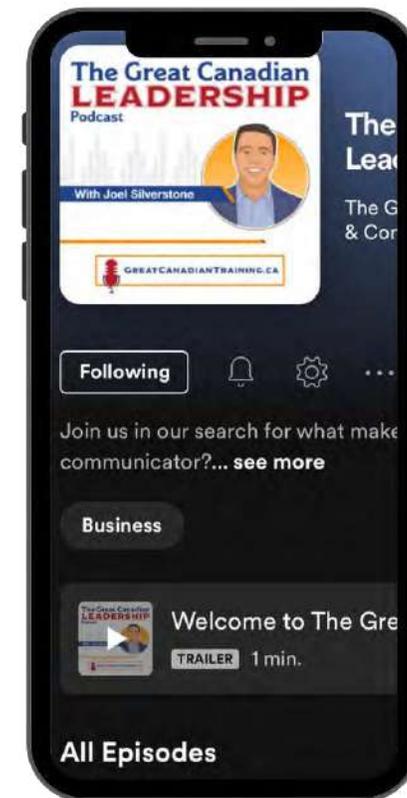
Understanding and Developing Effective Communication Strategy Skills

December 3, 2021

Lights, Camera, Action – Mastering the Art of Virtual Facilitation

December 8, 2021

Conflict Be Gone! Navigating Difficult Conversations



Upcoming Webinars

November 17, 2021

The Definitive Guide to Your Microsoft Applications

December 7, 2021

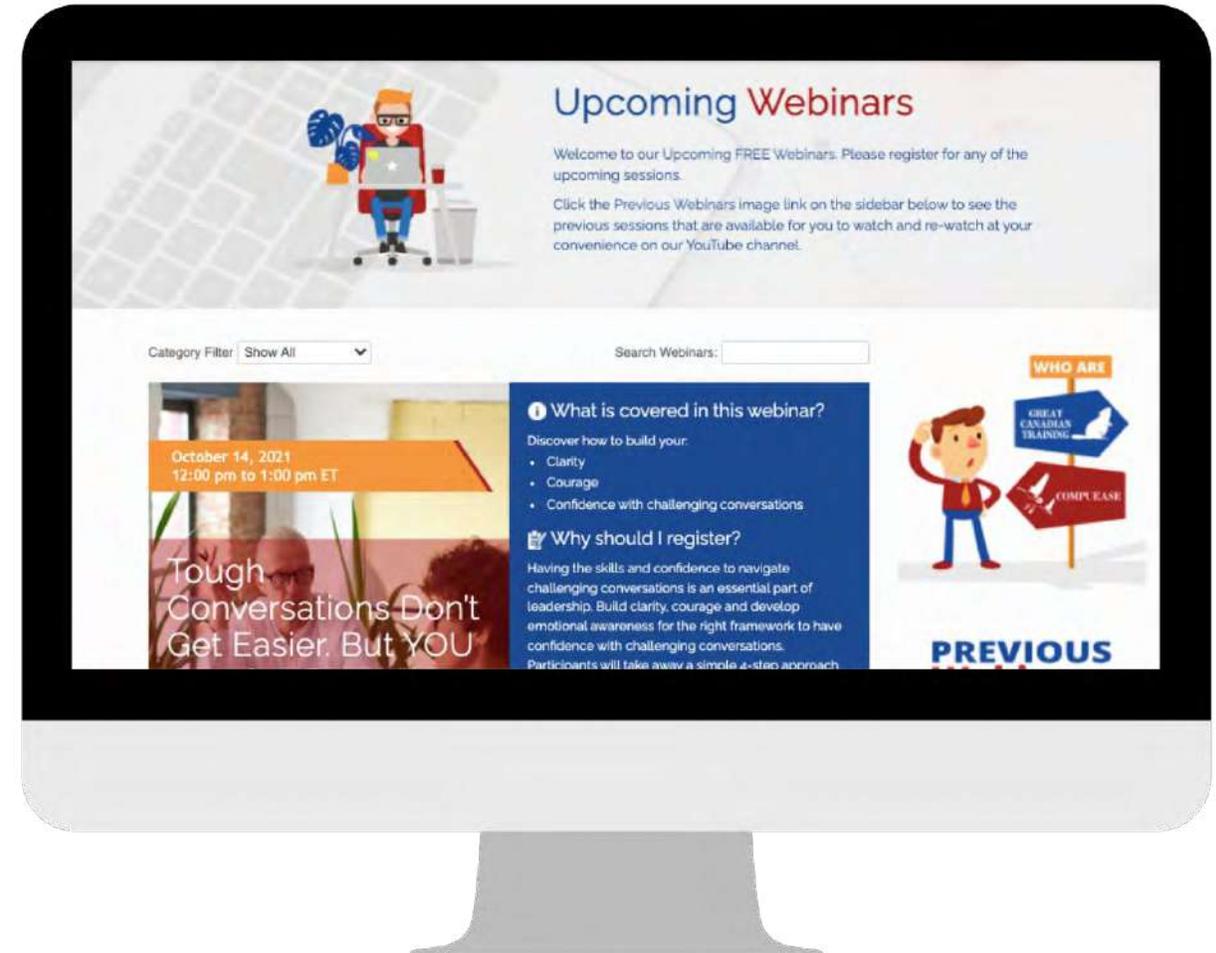
The Five Things Every SharePoint User Should Know

January 20, 2022

What AI Can't Do, HI (Human Intelligence) Can

February 7, 2022

Storytelling with Style: How You Should Be Using



Business Card



TALK TO US

Ottawa and Quebec

CompuEase

training@compuease.ca

613-235-6161

Across North America

The Great Canadian Training & Consulting Company

info@greatcanadiantraining.ca

416-264-6247 or 1-833-209-2624