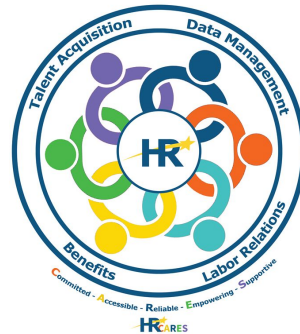




Communication: Challenging Conversations



Challenging Conversations

Session Components

- ★ A Foundation of Trust
- ★ Trust, Distrust, and Communication
- ★ Engaging in Challenging Conversations
- ★ Leading Challenging Conversations
- ★ Additional Resources



As you engage in each section use the [Challenging Conversations note sheet](#) to capture your learning and reflections. You will be prompted to make a copy of the document for your own use.



LEVELINGJP Challenging Conversations

This Quick Bite was designed to allow you to fully engage in the content of your own pace. As you progress through the Quick Bite professional learning module, use this note sheet to capture your learning and reflections. Use your learning and reflections to help guide your plan for professional growth.

BEFORE LEARNING

Prior to engaging in the Quick Bite, take some time to reflect on your communication skills. Consider the following:

What is your greatest STRENGTH in communication?	
What is an area for GROWTH in communication for you?	
How might GROWTH in this area support your work, your team, your job satisfaction, or your career goals?	

A FOUNDATION OF TRUST

BRAVING	4 DISTINCTIONS OF TRUST
Takeaways:	Takeaways:
What steps can I take to build, strengthen, or rebuild TRUST ?	
How will this support my work, my team, my job satisfaction or my career goals?	

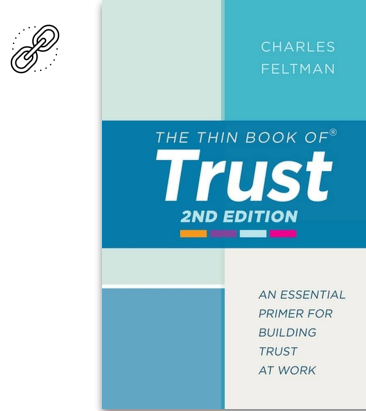
A Foundation of Trust

Brené Brown:
The Anatomy of Trust



WATCH

Charles Feltman's
4 distinctions of trust



READ

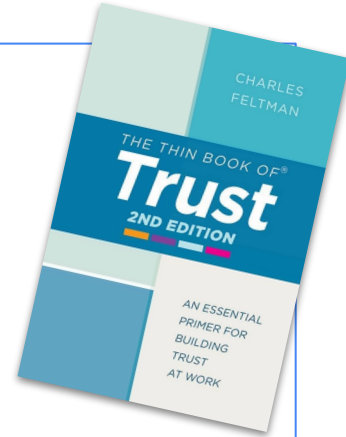
“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.”

- Author, Stephen Covey

Trust, Distrust, and Communication

“The disaster of distrust in the workplace is that the strategies people use to protect themselves inevitably get in the way of their ability to effectively work with others.”

- Charles Feltman, The Thin Book of Trust



Feltman, C.

TRUST ↔ **DISTRUST**

<p>Behaviors</p>	<ul style="list-style-type: none"> Cooperating, collaborating, engaging in conversations, dialogue and debate of ideas, listening, communicating freely, supporting others, sharing information, offering ideas, expecting the best, willingness to examine own actions Defending, resisting, blaming, complaining, judging, avoiding, withholding information and ideas, expecting the worst, justifying protective actions based on distrust
<p>Neurophysiology</p>	<ul style="list-style-type: none"> Normal to elevated levels of oxytocin. Full availability of neocortex (the “thinking brain”) and limbic system brain structures to make decisions and take action. Ability to intervene in and change pre-programmed neural patterns. The brain’s primary defense system (i.e. the amygdala) is “warmed up” and primed for any sign of imminent danger. Elevated levels of adrenaline, cortisol and other “fight/flight/freeze” chemicals. Limited use of neocortex, greater reliance on defense-related, pre-programmed neural patterns for making decisions and taking action.

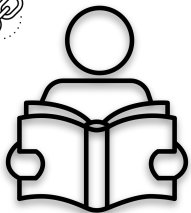


READ

FranklinCovey:
Trusted Communication
Changes Everything

LEVELING UP
Unlocking Potential

Engaging in Challenging Conversations



READ

6 Tips for Difficult Conversations at Work



READ

The why and how of difficult conversations in the workplace

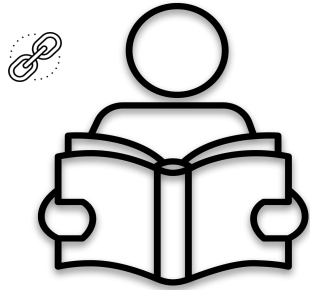


Try THIS the Next Time You Have an Uncomfortable Conversation | Simon Sinek

Benefits

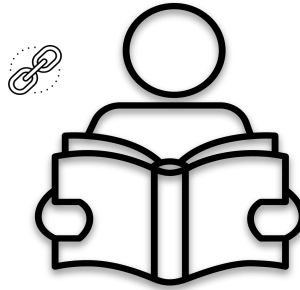
- Improved Understanding
- Strengthened Relationships
- Problem-Solving
- Personal Growth
- Improved Workplace Culture

Leading Challenging Conversations



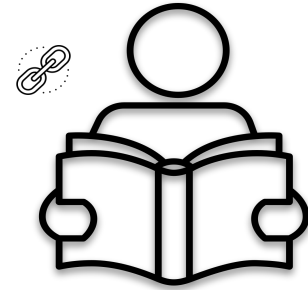
Clear is Kind.
Unclear is Unkind

READ



10 Common Mistakes
Managers Should Avoid

READ



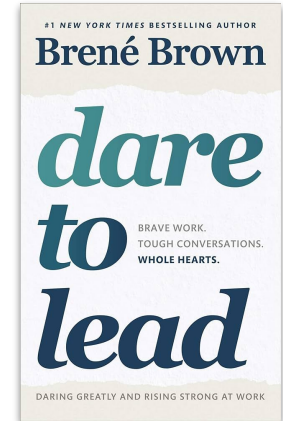
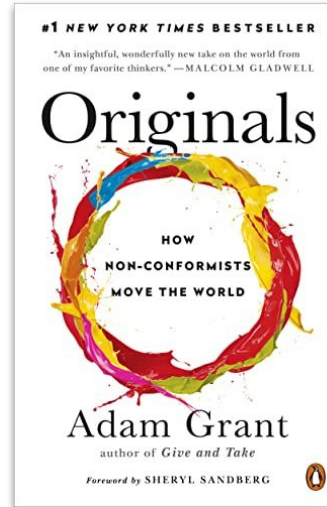
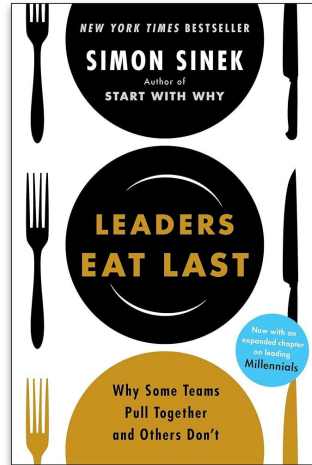
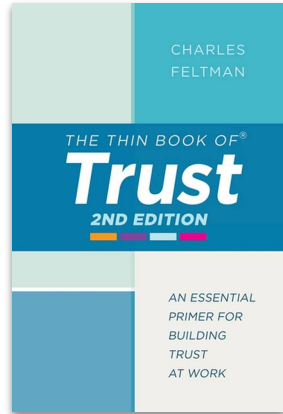
How to Lead with Trust
and Optimize
Wellbeing

READ

“Strong relationships are based on trust and communication. But if there is no communication, there can be no trust.”

- Simon Sinek

From the Bookshelf



Additional Resources



Blogpost: Psychology Today [The Neuroscience of Conversations](#)



Podcast: WorkLife with Adam Grant [How to Trust People You Don't Like](#)



Video: Simon Sinek [What IS Trust Actually?](#)



Career Guide: [16 Ways to Set Boundaries at Work and Why it Matters](#)



Video: Stephen M.R. Covey [3 Steps to Accelerate the Speed of Trust](#)



Article: CCL [5 Steps for Tackling Difficult Conversations](#)