

WISDOM AT WORK

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difficult conversations

NOVEMBER 2, 2023



I help women become empowered leaders.

Companies	Titles	Global Teams	Custom Blends
Hearst	Partner	USA	Intuition
Oracle	VP	Europe	Somatic
Adidas	Head	Asia	Reiki III
Microsoft	Director	Latin America	
IAC			



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Conflicts Waste Time

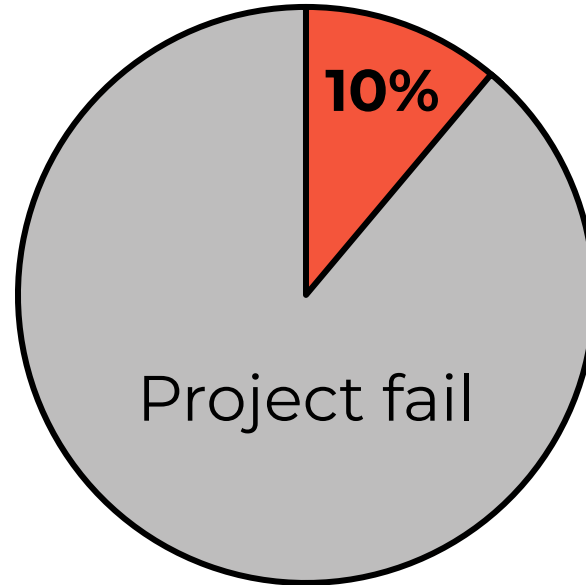
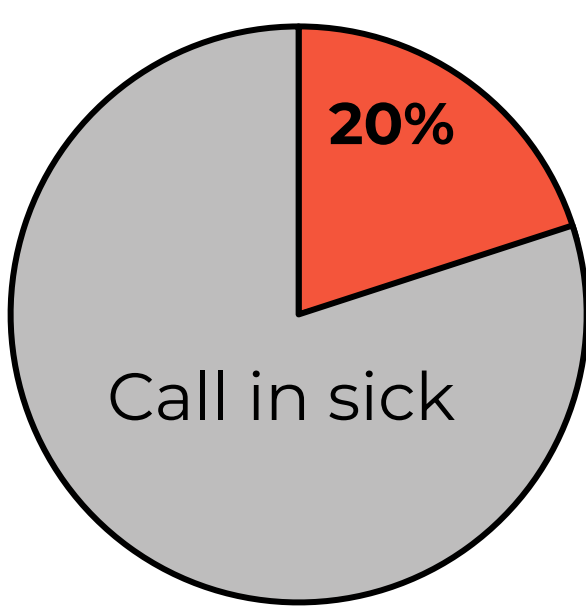
2.8 hours per week

11.2 hours per month

145 hours per year

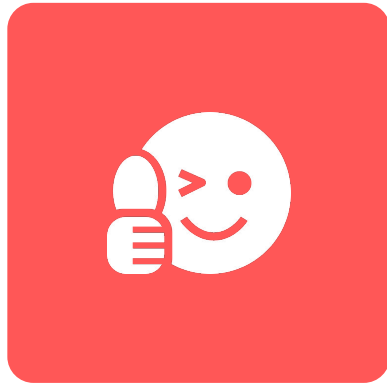
Source: Myers Briggs, 2008 study

Conflicts Drive Disengagement

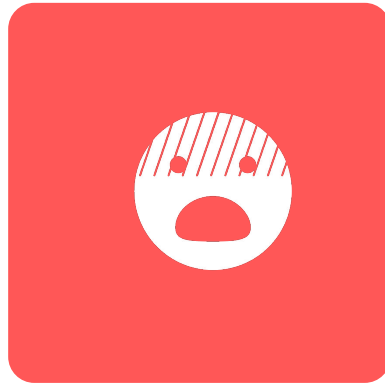


Disengagement costs = **\$450B annually**

Top 3 reasons why we don't have the conversation



SOCIALIZED
TO "BE NICE"



FEAR



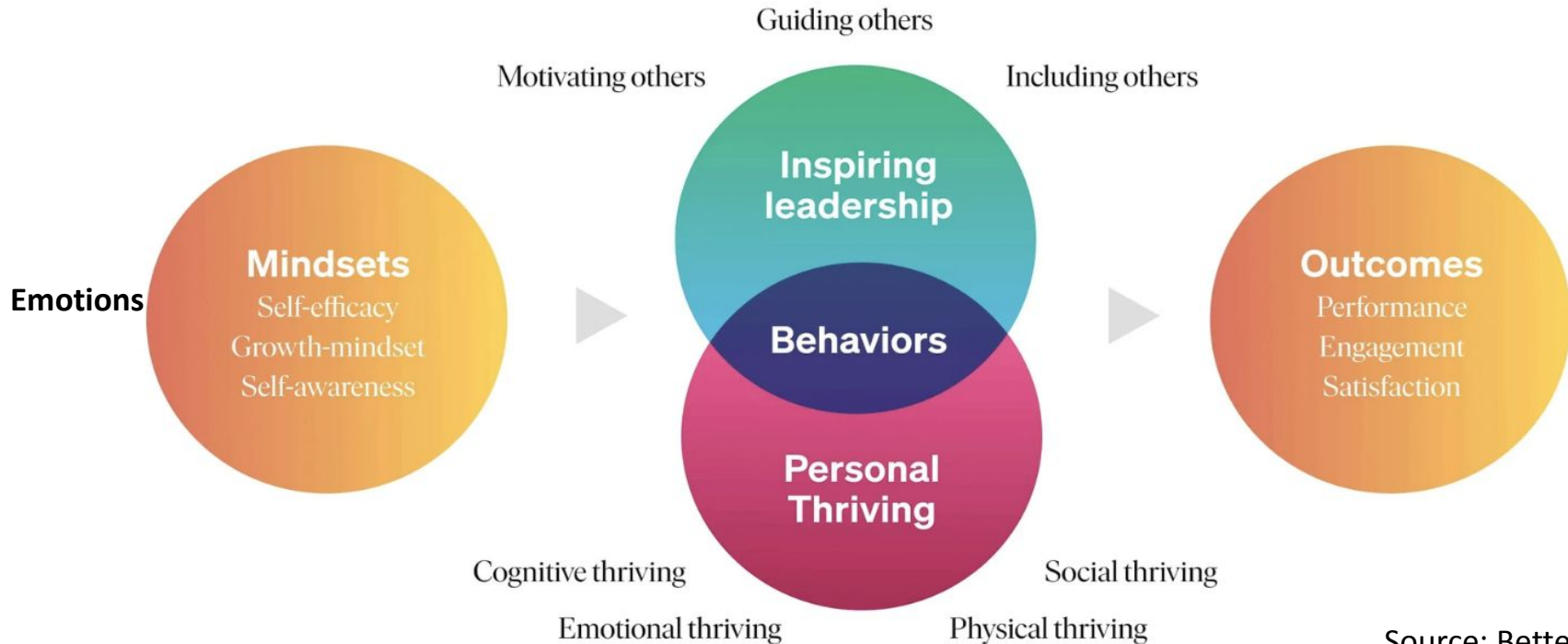
LACK OF
CONFIDENCE

And none of us are taught HOW to have these conversations

Approach: Whole Personhood

- Whole personhood = full human experience
- A whole-person approach is best for shifting emotions
- Socialization, fear, and confidence are emotional components
- Tap into rational mind, body, and inner wisdom to neutralize emotions

Whole Personhood: Model



**It's not about
them, it's about
you**

Step 1: Mindset

- Am I ready to have the conversation? Why or why not?
- Have I unpacked my emotions enough to be in a self-aware mindset?
- Have I sought counsel from a trusted internal source, mentor, or coach?

Step 2: Get Curious

- What is my relationship with this person and why?
- What is my intention? Is my intention emotional or rational?
- Have I been in this situation before? When?
- What is best for the business and/or organization?
- Do I need to have this conversation now?
- What happens if I don't act?

Step 3. Tapping into Body

- How are you feeling about having this conversation?
 - Introduce deep breath
- Where are you feeling it in your body?
 - Tightness in throat
 - Holding your arms tightly
 - Holding breath
 - Clenched jaw

Step 4. Gain Clarity & Control

- Write down all the stories you are telling yourself about this difficult conversation you need to have - this is just for you
- Once you have the list, cross out what is not in your control.
- There may not be that many items left, but it gives a sense of what you can control
- You always have control over yourself
- **If you don't think you have control yet, it's not time to have the conversation. Revisit steps.**

Step 5: Workplace Dynamics

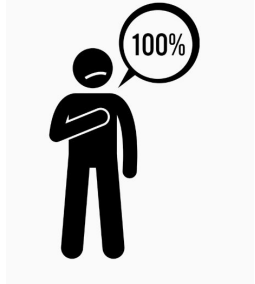
- While you are coming up with an approach for the conversation, keep in mind these questions:
 - What is the current hierarchy?
 - What are the politics at play?
 - What are the company policies and culture?
 - Who holds the power?
 - What is the escalation path if I need it?

Role-play

- If possible, set up time with a trusted party to role-play through the conversation
- Note how you sound
- Note where you're getting tripped up
- Note how it feels in your body as you are expressing your point of view

**conversation
time**

Commit to having the conversation



- **A full body yes**
- Make sure that you are agreeing with yourself to get to the heart of the matter
- Commit to not dancing around the topic and ‘hoping’ they’ll get the point
- Means that you’re ready to focus on the problem — not the person

Set the expectation



- Before the meeting, set clear expectations
- If you need them to prepare something, let them know
- Be upfront, clear, and open
- If you set the meeting for 30 minutes, keep it to 30 minutes - respect the boundary
- **Don't assume everything you want to have covered will happen in 1 meeting**

Timing



- Think through the ideal time to have this discussion
- Right time
- Right place
- Right tone of voice
- Right choice of words
- **But don't put it off** — note when you're delaying to avoid vs. finding the right time

Listen, listen and listen



- Listen more than you speak
- Listen to hear vs. listening to respond:
 - Content
 - Values
 - Feelings
- Gather information to understand the full picture before you talk
 - This directs your response to what is most important and is more likely to drive resolution

Clarify and respond



- Make sure you understand: “It sounds like...”
- Acknowledge what they are saying
- Use questions respectfully
- Manage your emotions throughout - breathe or vagal twist if necessary
- State your thoughts and possible solutions
- Ask “How does that sound?” to gauge if you are moving towards resolution

Ask



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- Acknowledge what they are saying
- Use questions respectfully
- Manage your emotions throughout - breathe or vagal twist if necessary
- State your thoughts and possible solutions
- Ask “How does that sound?” to gauge if you are moving towards resolution
- Empathy should be riding shotgun with you the entire time

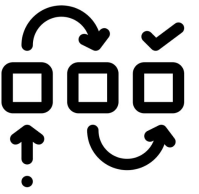
Tips



- Do not skip the depth of the conversation to rush to the
- “Now you two kids apologize...” - never made any sense to any kid, because we didn’t know what we did...
- Discuss, clarify, and align
- Recap what’s been agreed to

Nuance

- Every conversation will be different because of:
 - Culture
 - Upbringing
 - Previous work experiences
 - Gender
 - Region of the world
 - Region of the US
 - Personal values



Proposed flow

Day(s) prior: Set expectations verbally or in email

- Shared goal, desired outcome, duration
- Short and sweet

Meeting:

- Thank them for joining you to discuss and value their time
- Restate shared goal, outcome
- Briefly outline situation
- Ask them what they think or their approach
 - Avoid “why” questions
- Let them talk — it may be silent at first
- Listen for values, feelings, context
- Playback until you are both speaking same language
- Propose solution
- Define actions

TRUST YOURSELF



—◆ YOU CAN DO THIS! ◆—

Thank you



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Connect



Free Consult

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