

Dealing with Difficult Work Relationships



cornerstone
COACHING & TRAINING

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YOU CANNOT EVOLVE UNLESS YOU ARE
WILLING TO CHANGE.

- LEON BROWN

Nothing changes if nothing changes.

Connect



Before Content

OBJECTIVES:

- 1) Set the stage for good communication first – develop relationships
- 2) Learn strategies to:
 - Set expectations
 - Encourage constructive feedback
 - Help resolve conflict when it happens
- 3) Gain confidence to be bold!



What's Going Well?

Ask 2 people.

Give a different answer each time.

How to handle difficult workplace relationships

- Build relationships: make it safe & build trust
- Set expectations
- Plan to communicate - give regular feedback
- Be clear
- Have courage: deal with issues sooner rather than later
- Expect conflict: practice how to have hard conversations
- Know when you need help and where to get it



BE BOLD: The Coaching Approach

- ❖ Make connections and build relationships
 - Make it safe
 - Build trust
- ❖ Be curious: ask questions

MY FOUR FAVORITE QUESTIONS

What struck
you?

How might
we?

What else?

What brings
you joy?

What is the communication skill that you can improve on that will have the biggest impact on your communication with someone else?



3 Powerful Techniques to Improve Listening Skills

PARAPHRASE

Restate what was said in your own words

SUMMARIZE

Pull together the main points of a speaker

QUESTION

Ask open ended questions to clarify both your and their understanding

1. Build the muscle of “observer”
2. Build trust



- What else is on your mind?
- And then what?

How to Be a Better Listener

- Stop talking
- Stop multi-tasking
- Look up
- Exercise patience
- Ask clarifying questions
- Paraphrase
- Summarize
- Make notes



Positive Micro-Connections



- Avoid distractions
- Use open body language
- Use eye contact
- Remember names
- Greet people: Look up – smile
- Apologize when appropriate



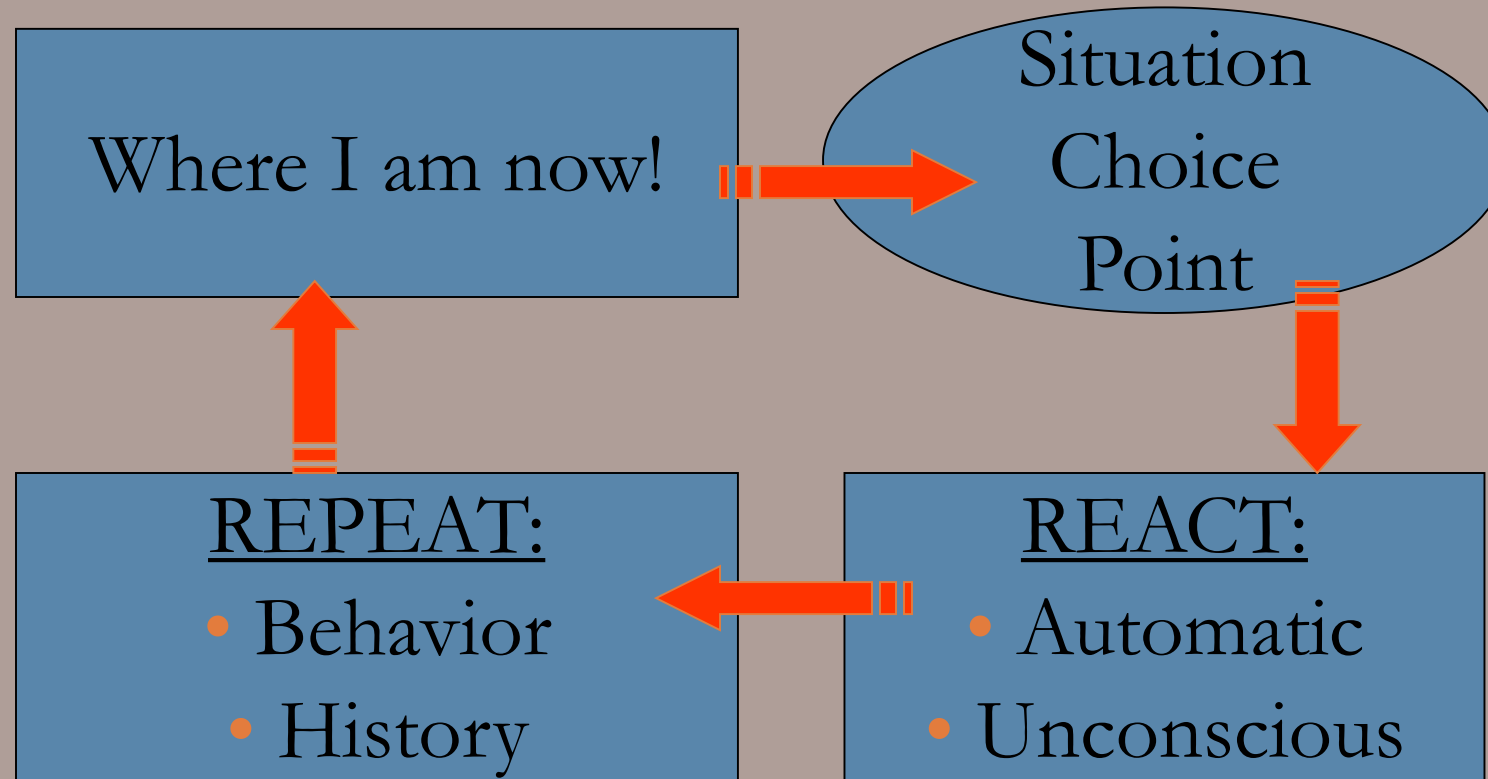
Shovel while the
piles are small!

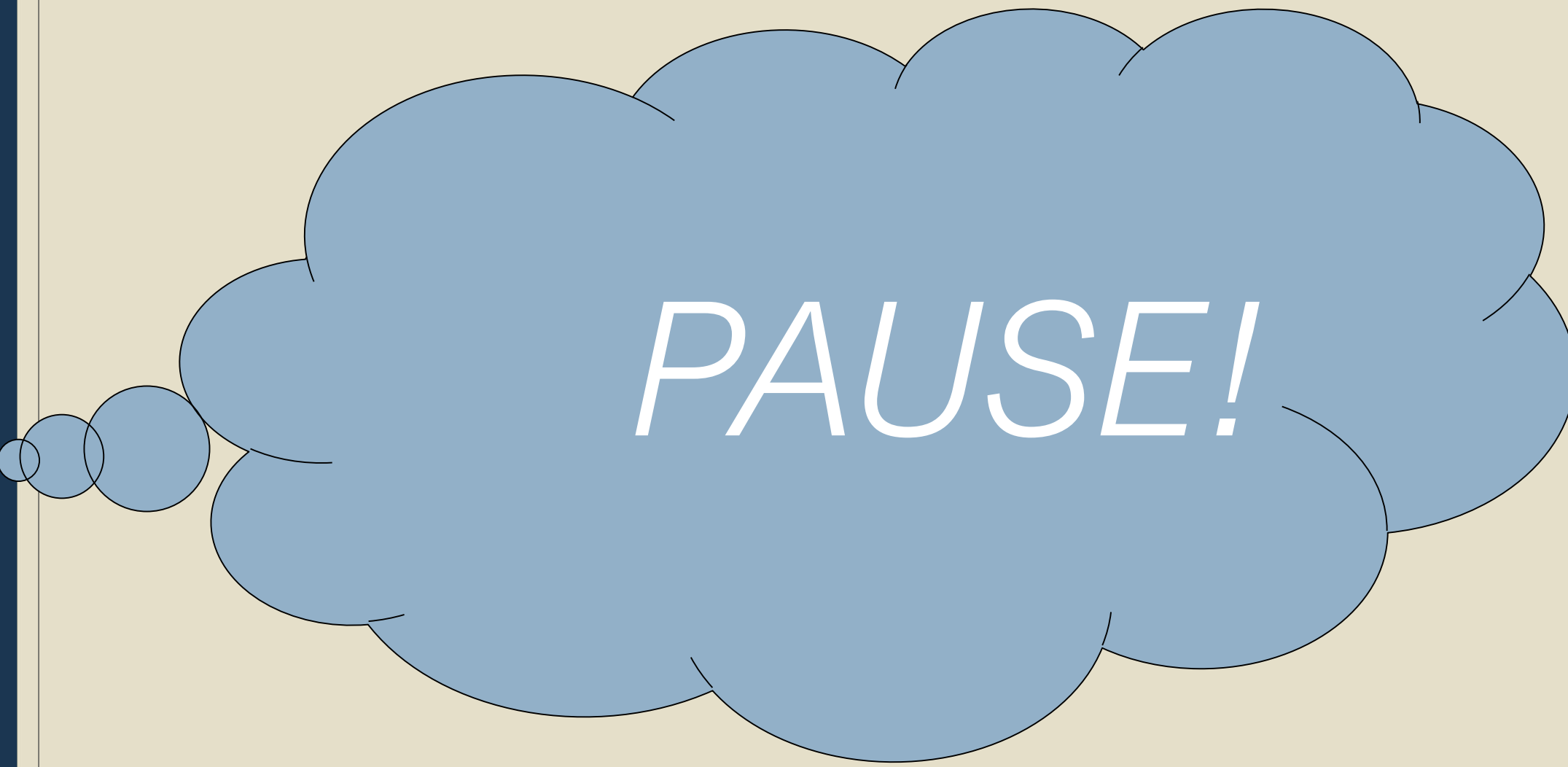
When Problems Arise – Shovel the Pile

- Is there anything in my attitudes or actions that have contributed to this problem?
- If so, go and apologize.
- Go with an agenda of only listening and trying to understand.
- Be prepared to have a difficult conversation.

**Then, Be Bold.
Handle the conversation well.**

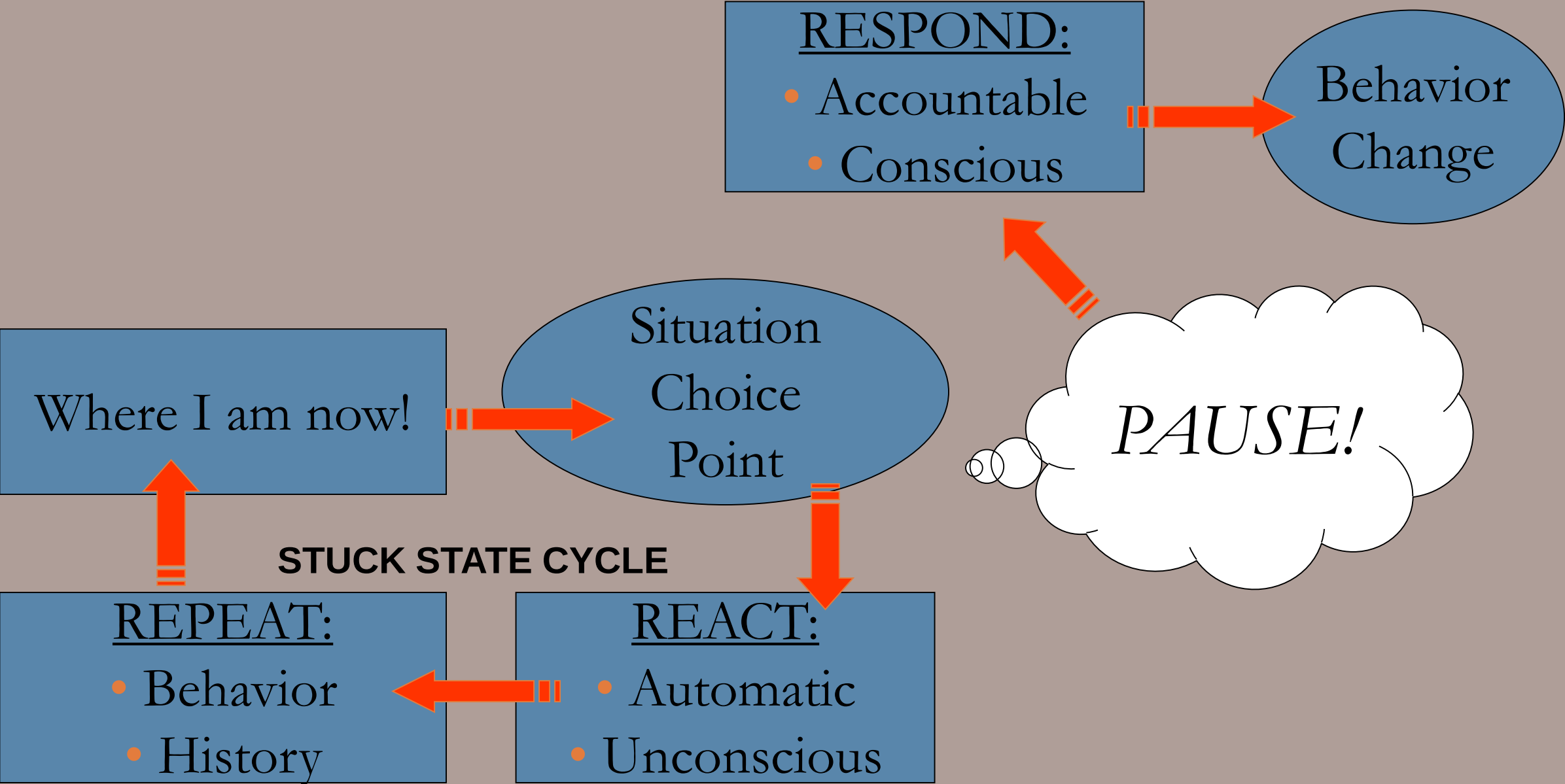
Stuck State Cycle





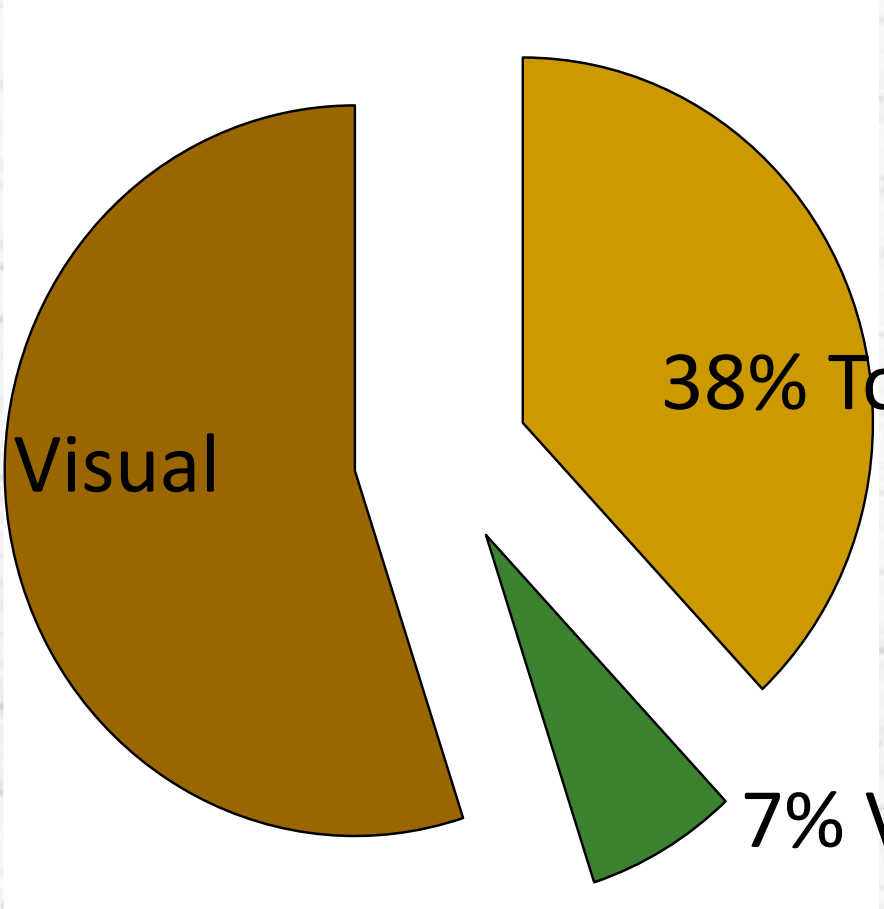
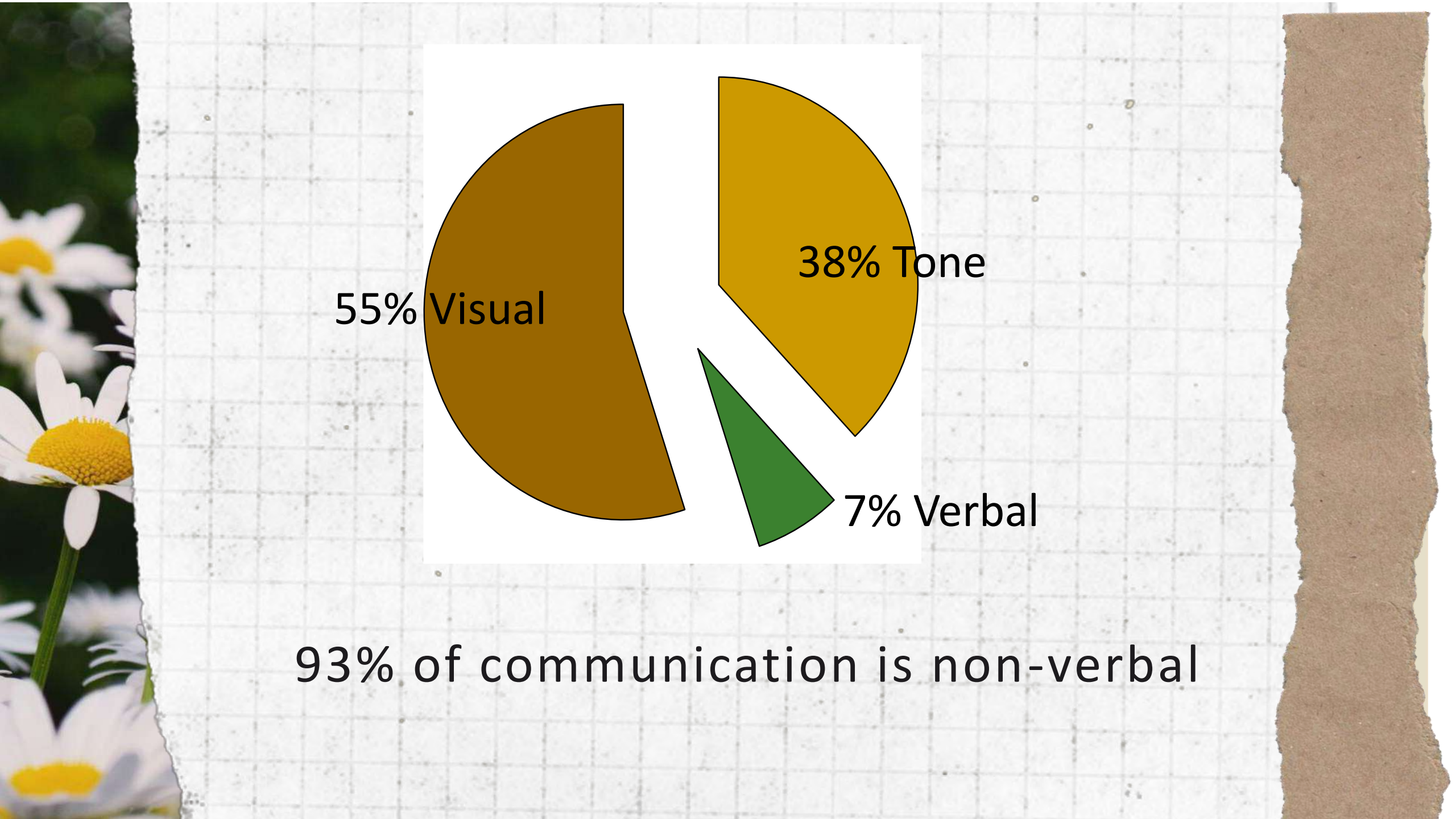
PAUSE!

A large, light blue, cloud-shaped bubble with a thin black outline is centered on a light beige background. Inside the bubble, the word "PAUSE!" is written in a white, italicized, sans-serif font. To the left of the main cloud bubble, there are three smaller, overlapping circles of the same light blue color, also with thin black outlines, arranged in a horizontal line that tapers off to the left.



BE BOLD: The Coaching Approach

- ❖ Pause before responding
- ❖ Listen more than you talk
- ❖ Have courage: deal with issues sooner
- ❖ Check your perception
- ❖ Change your procedure



55% Visual

38% Tone

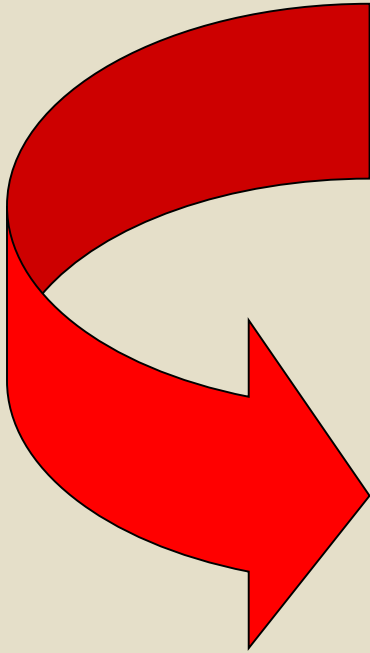
7% Verbal

93% of communication is non-verbal

CONSTRUCTIVE FEEDBACK TIPS

- Think first
- Be clear and succinct
- Use specific language
- Use active listening
- Ask questions
- Acknowledge viewpoints
- Summarize
- Watch body language

THE 3 TRUTHS



1. My “truth”
2. Your “truth”
3. “The” truth

THE 4 TRUTH TESTS:

1. Is what I say true?
2. Is how I present it kind and respectful?
3. Is it necessary?
4. Is it timely?

Should I Have This Conversation?

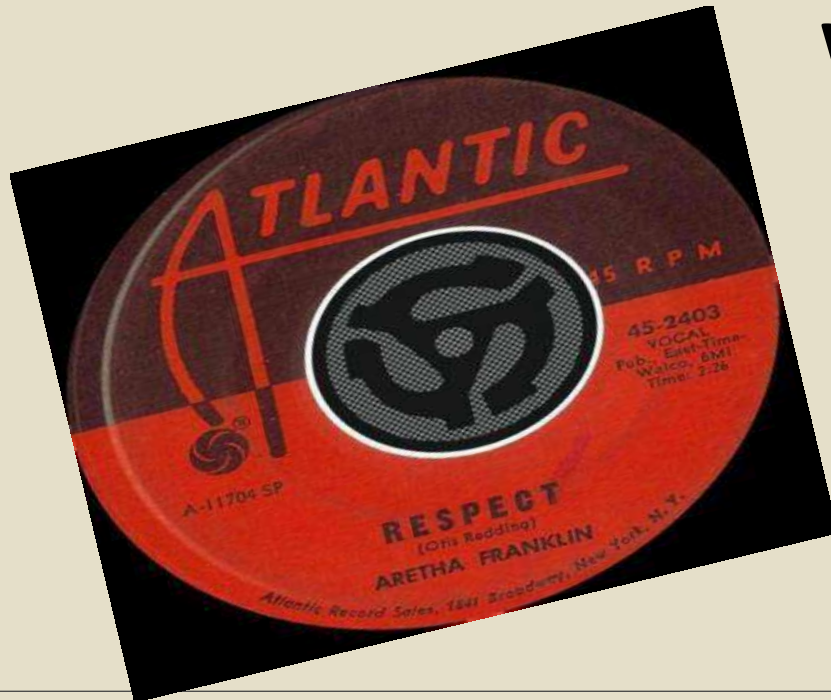
- What's the worst outcome possible?
- What's the best outcome possible?
- What if I do nothing?

Pro Tip



Describe What You Want

R-E-S-P-E-C-T



What does it:

Look like?

Sound like?

Feel like?

Grace and Truth



STEP 1 ***Grace* = The Good**

“What I appreciate about you is...”

Bridge with: However... And... Yet...

STEP 2 ***Truth* = Your truth and Your Request**

What I need to have happen is...”

Stick to the ISSUE (be specific and don't get personal)

STEP 3 **End with another piece of truth**

“Thank you for listening”... “I appreciate you”...

“You are important to me”...

BE BOLD: The Coaching Approach

- ❖ Get comfortable with the uncomfortable
- ❖ Be clear
 - Share expectations early and be specific
- ❖ Give appreciation often:
 - Catch people doing good things

Intentional Gratitude:

- Makes you more optimistic
- Gives a healthier mindset
- Improves your physical and psychological health
- Helps you sleep better
- Improves your self esteem
- Helps you perform better
- Motivates others around you



The Confident Communicator

- ❖ Believes in herself
- ❖ Plans and practices
- ❖ Is brave
- ❖ Tries uncomfortable things
- ❖ Shows positive intent



#confidentcommunication

Stop setting goals. Goals are pure fantasy unless you have a specific plan to achieve them.

Stephen Covey



Create a Personal Plan

PERSONAL PLAN OF ACTION

The 90 Day Challenge

1. What is the ONE THING you are going to start doing or do differently?
2. What is one small step that you can start today?
3. How can you make this step a habit?
4. Who will you be accountable to?

WRITE IT

SAY IT

Ways to Continue Your Learning



Confident
Communication
for Women



March 20, 2020



March 3, 2020
4 Module Online Course



THANK YOU!

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