



The Art and Outcomes of a Difficult Conversation



Maggie Sogn V.P. Sales, Midwest

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Raise Your Hand



- Service issue
- A mistake that was made where you were blamed and it wasn't your fault.
- With an attorney, provider, adjuster, employer or a case manager...
- With you counterparts
- Where you feel misunderstood or not being heard
- Someone is telling you they are feeling misunderstood
- What about a mistake you made



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Reasons Why We Avoid Conflict

[6 Reasons Why We Avoid Having Difficult Conversations - Lead Grow Develop](#)

Imprints of your past

Vulnerability

Lack of Time

Self Defense

Easier Not To?

Fear



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TRIGGERED COMMUNICATION RESPONSES

FIGHT

"I want to prove why I'm right"

- Interrupting
- Gaslighting
- Hyper-aggression
- Lack of listening skills
- Controlling behaviors

FLIGHT

"I don't want to deal with this"

- Avoidance
- Deflecting
- Putting issues off
- Not wanting to talk
- Perfectionism

FREEZE

"I don't know what to do"

- Feeling stuck
- Feeling numb
- Dissociation
- Not listening
- Not replying

FAWN

"I want everyone to be happy"

- No boundaries
- Lack of assertiveness
- Prone to codependency
- Negotiating against self
- Saying "yes" to everything

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Don't Wait to Have Difficult Conversations



Change your mindset



Practice



Prepare beforehand



Manage your emotions



Be empathetic



Brainstorm together

[How To Handle Difficult Conversations At Work \(forbes.com\)](https://www.forbes.com)

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FEEDBACK TOOLBOX

Rumble Language

- ___ The story I make up
- ___ I'm curious about
- ___ Tell me more
- ___ That's not my experience
- ___ I'm wondering
- ___ Help me understand
- ___ Walk me through that
- ___ What's your passion around this
- ___ Tell me why this doesn't fit/
work for you



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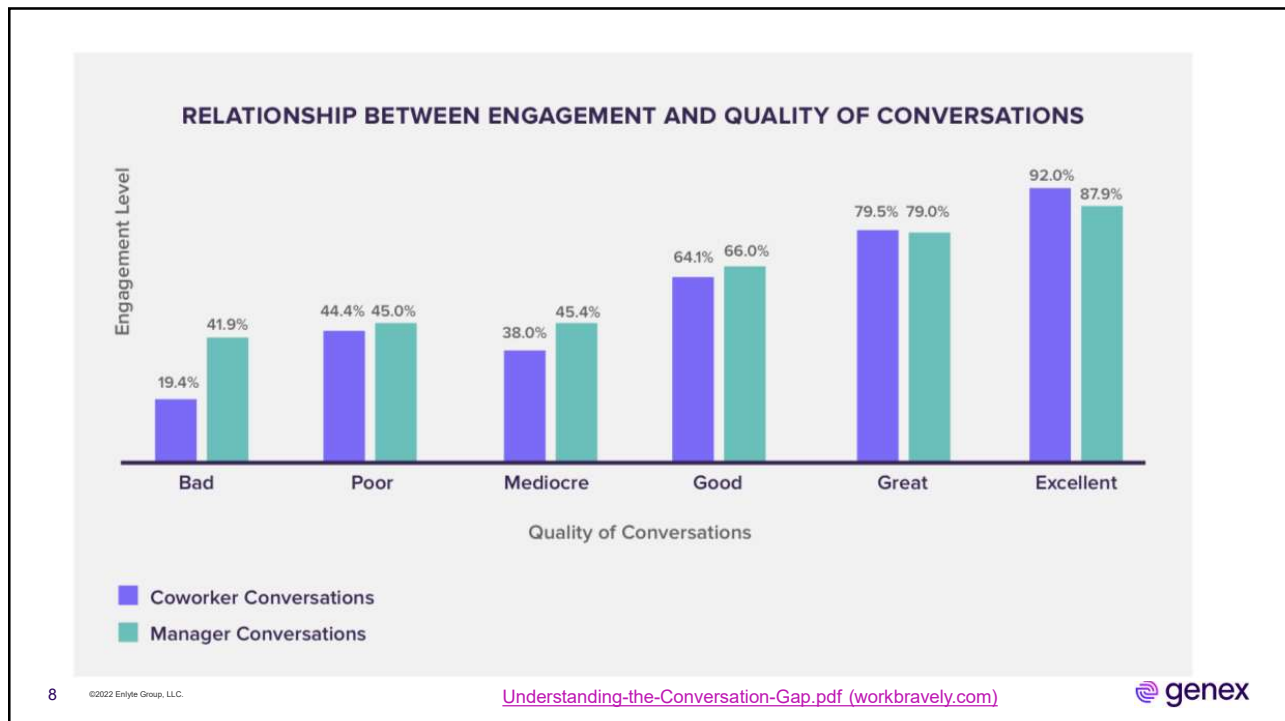
7 Benefits of Tough Conversations (Leadership website)

Thindifference.com Article by Scott Savage

Value	When we care about someone enough to have a tough conversation, we communicate how much they mean to us.
Blind Spots	Other people give us a gift when we gain awareness and insight.
Trust and Respect	Being honest is showing respect.
Clarification	Tough conversations clarify the future. Clear is kind.
Growth	Everyone gains confidence when they are listened too and affirmed.
Coaching and Development	Engaging in hard conversations is helpful to everyone's success.
Stretch our Leadership	We get better at being comfortable amidst discomfort.

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Resources

<https://www.ccl.org/articles/leading-effectively-articles/5-steps-for-tackling-tough-conversations/>

[Dare to Lead Hub - Brené Brown \(brenebrown.com\)](https://brenebrown.com)

[How to Handle Difficult Conversations at Work \(hbr.org\)](https://hbr.org)

[7 Tips for Getting Through Difficult Conversations | Psychology Today](https://www.psychologytoday.com)



Thank You