Handling Difficult Conversations

Without Losing Your Sleep (Or Your Cool)

Hi, I'm Kristy.

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Any of this **sound familiar?**

“What if I say the wrong thing?”

“What if they get defensive?”

“What if I freeze up?”

“What if they get emotional?”

“What if I lose their respect/trust?”

“What if it ruins our relationship?”

Your brain has one job.

To keep you alive...

Not to help you thrive.

What’s the problem with difficult conversations?

~~Difficult~~ → **Important**

Difficult = Threat

Important = Steady

When it’s difficult, you brace.
When it’s important, you steady yourself.

You gain a sense of direction.

The **C.A.R.E.**Method™
A Framework for Important Talks

CARE

CONNECT

Connection over perfection.

“ALLY”GN

“Ally”gn before you assign.

REDIRECT

Transform Conflict Into Clarity.

EXTRACT

Ask More, Tell Less.

C

Connection over perfection

SOW *to* SPEAK

by kristy mandour

Leadership doesn’t start
with your words.
It starts with your state.

A

“Ally”gn before you assign.

SOW *to* SPEAK

by kristy mandour

When you know what you don’t want...

you know what you do want.

Patient Pushback

Don't want:

I don't want to get defensive or feel like I have to prove my expertise.

→

Do Want:

I want to stay grounded, listen fully, and respond with clarity.

IMPORTANT

Delivering ~~Difficult~~ News

Don't want:

I don't want to rush through this or avoid the emotion in the room just because I'm uncomfortable.

→

Do Want:

I want to be clear, steady, and present while delivering this.

Staff Performance Conversation

Don't want:

I don't want to soften the message so much that it becomes unclear.

→

Do want:

I want to be direct, respectful, and clear about expectations.

Where do you practice?

R

Redirect conflict into clarity

SOW *to* SPEAK

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Focus on the human,
not the headache.

BE ON THE SAME SIDE OF “THE TABLE.”

You

Them

Problem
or
Situation

Possibilities
& Solutions

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E

Extract before you exit

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THE QUESTION THAT CHANGES EVERYTHING

DIFFICULT

WHAT IF THIS GOES BADLY?

IMPORTANT

WHAT MATTERS MOST HERE?

Name what matters

Patient clarity
Team alignment
Trust
Safety
Respect

If you don’t name what matters, your mind will default to what feels risky.

Patient Pushback

"**What** feels off about this approach?"

Delivering Difficult News

"**What's** landing most heavily for you right now?"

Staff Conversation

"**What's** been getting in the way of this being done consistently?"

The conversation didn’t change, your leadership did...

the moment you decided it was important.

In the Room:
A Guide to Leading
Important Conversations

Download the “Leading Important Conversations” Guide for simple tools and language to lead your next important conversation.

SOW to SPEAK

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