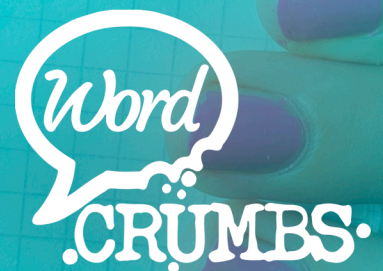


5

Tips for managing critical conversations

NO
COMMENT



TIP

1 IT'S NOT ABOUT YOU

When others are going through tough times, conversations can be hard for them to have. Don't feel personally attacked if they don't go as you planned them. Adjust and pivot based on the person you're speaking with.



TIP

2

ARE YOU LISTENING?

Listen and base your responses on what you hear — not what you want to say. People get frustrated when they realize the other person isn't listening.



TIP

3

STOP RIGHT THERE

No one likes a pusher. Recognizing when you're pushing the limits is important and recognizing this quickly will be the difference between building a strong relationship and losing someone's trust.



TIP

4

RECOGNIZE THE FEAR

Fear and apprehensions can be triggered by many different scenarios. Be prepared to recognize when someone is triggered and how you can help dissolve some of those feelings.

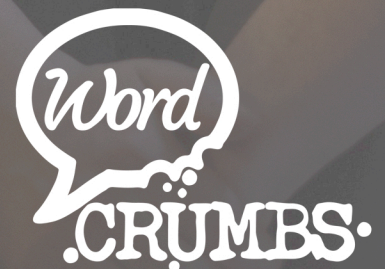


TIP

5

CONNECT & RELATE

Telling true and authentic stories is the best way to connect with someone who needs comfort. Share stories that let's them know you understand what's important to them.



WHAT'S NEXT?

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