

SEEK FIRST
TO UNDERSTAND,
THEN TO BE
UNDERSTOOD.

Conflict cannot survive when only one person participates.

Interestingly in the last couple of months we have seen an increase in the number of clients asking us to improve the competence of their managers in the field of **managing conflict and having difficult conversations**. During the course of the past 11 years and having spent time developing thousands of managers the single handed drawback of managing performance effectively is the lack of ability to have an honest and direct conversation with an underperforming team member without the fear of it “all kicking off”. All too often we hear about emotions running high and sometimes a lack of appreciation of the **commercial business environment** in which they are working.

THE ^{single} BIGGEST
problem in
COMMUNICATION
is the *illusion*
that it has taken
place.

So... here's a few pointers when faced with a challenging conversation:

- Be clear about the issue
- Know your objective
- Adopt a mindset of inquiry
- Manage YOUR emotions
- Be comfortable with silence
- Preserve the relationship
- Remain consistent
- Watch your reaction!
- Work it through, beforehand...



If you would like to discuss how we might be able to support you with current and future development & recruitment needs please give me a call or drop me an e mail so that we can talk further.

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Leadership Recruitment & Development

