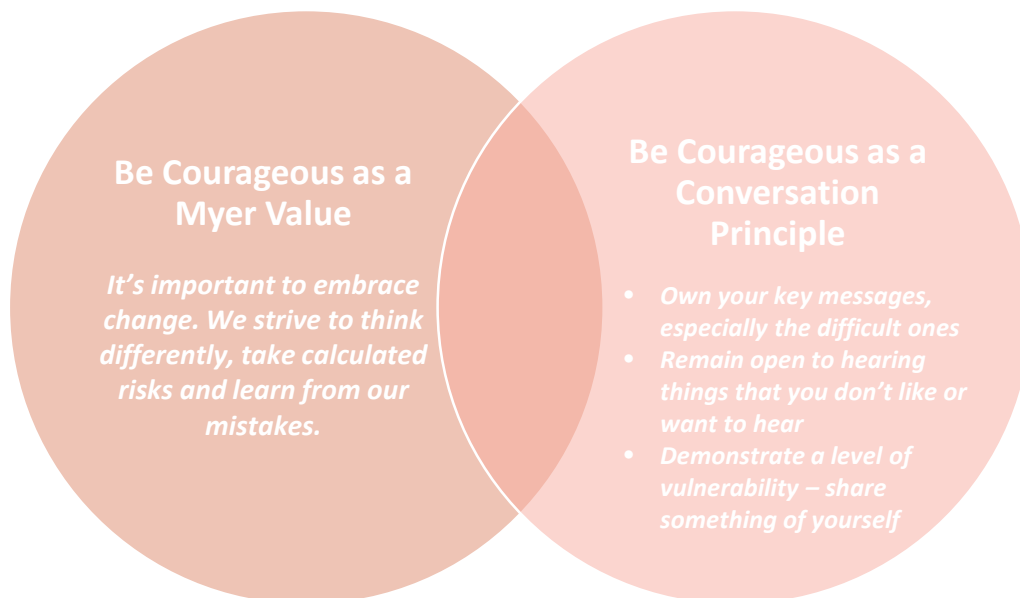


Point 'Easy' Conversations

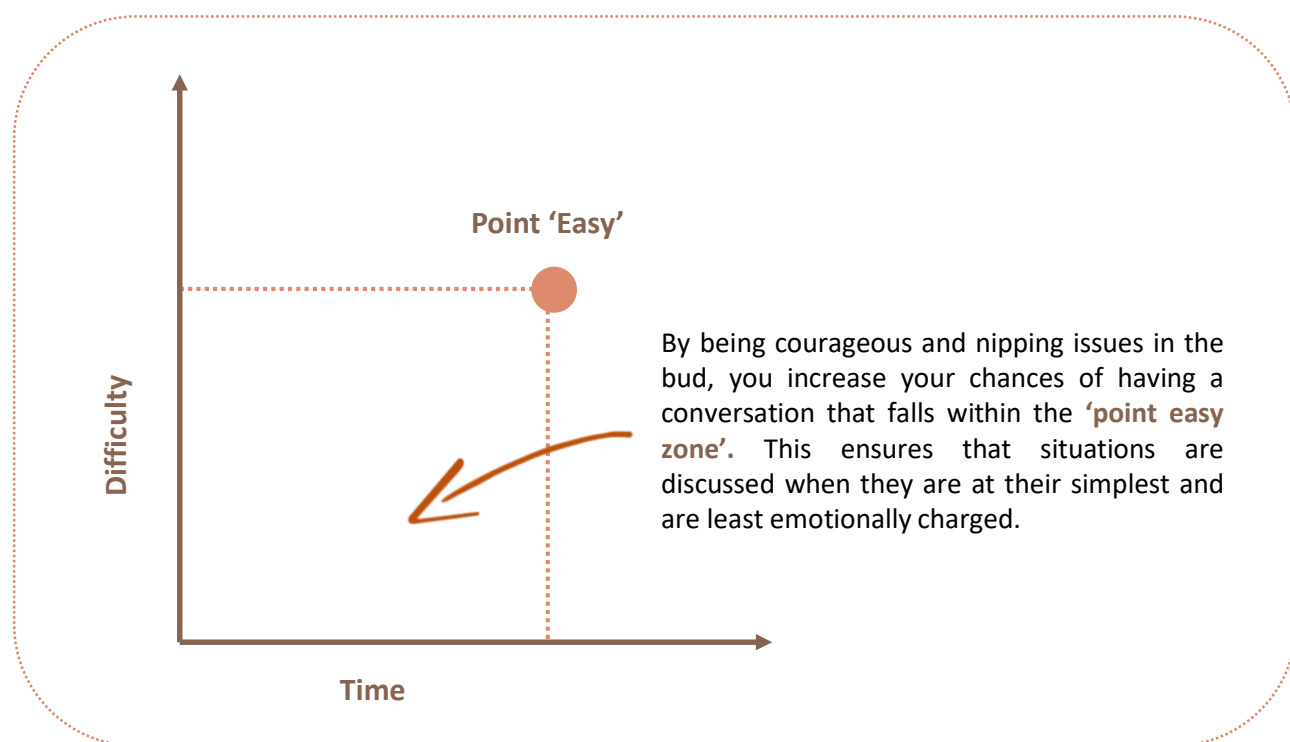


Not all conversations are easy. Some conversations reflect complex situations and some may have strong emotions attached to them. Indeed, some conversations require *courage*.

'Be Courageous' is both one of our values and a key principle of 'Everyday Conversations':

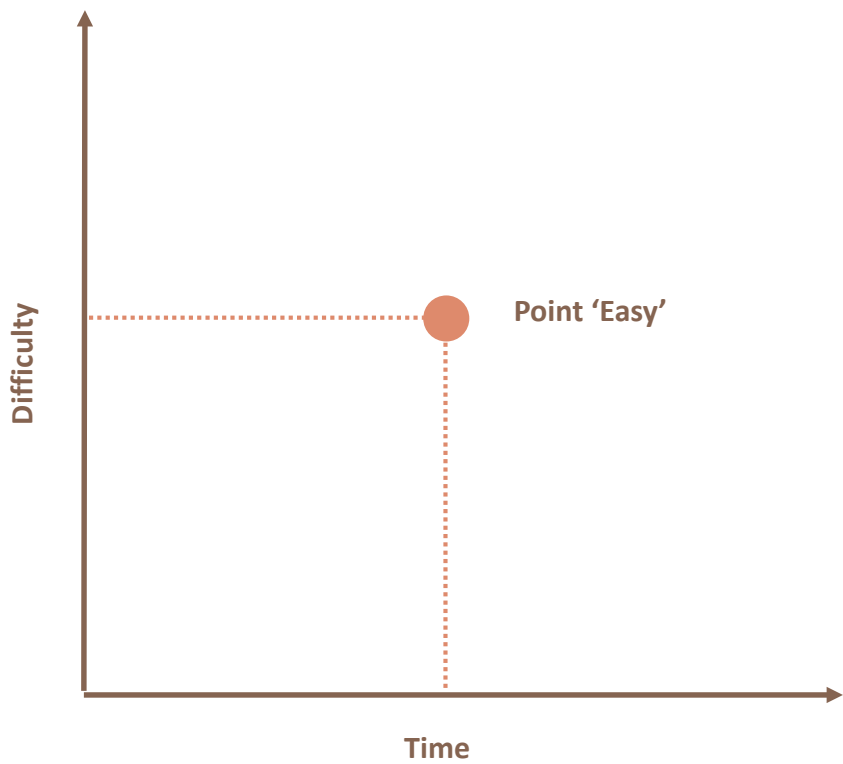


The graph below illustrates that, somewhat ironically, when we put off having a potentially 'difficult' conversation, the more difficult the eventual conversation is likely to become. This is because the time between the issue first surfacing, and when it finally discussed, often results in the underlying situation becoming more complex and / or emotionally charged.



Point ‘Easy’ Conversations

Recall the last three work conversations that you would describe as ‘difficult’. Plot each conversation on the graph below, in terms of the conversation’s level of difficulty and the time that transpired from the point at which the issue first surfaced.



Reflection Questions
Which conversation did you put off the longest?
Which conversation was the hardest?
Were these the same conversation?
What was the outcome of your most difficult conversation?
How might this outcome have been different if you had the conversation sooner?