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Handling difficult conversations and how to say no (politely)

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2 questions to think about... 🤔

1. Think about difficult conversation you had that:
   - you chose not to say anything (but wish you did); or
   - had room to improve.

2. Think about a time when you said yes (but thought no). What happened? What was the result?

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why are difficult conversations so hard for us?

1. it’s a

number’s game!

number’s game

- As introverts, social interactions drain our energy. No. of interactions: low

- Extroverts gain energy with social interactions. No. of interactions: high

- Getting good at handling difficult conversations simply takes practice.

difficult conversations

Scenarios

- Giving hard feedback
- Saying no (politely)

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hard truths about giving feedback

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Most people are terrible at giving feedback

What usually happens:

- Wishy-washy - unclear
- Shit sandwich - good, bad, good
- Feels personal, criticising the person
- Keep quiet and don’t say anything; “oh if it happens again…”

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~~feedback is a gift~~

feedback is information

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giving hard feedback

Feedback scenarios:

- **Peer**
- **Superior**
- **Direct report / subordinate**

saying no (politely)

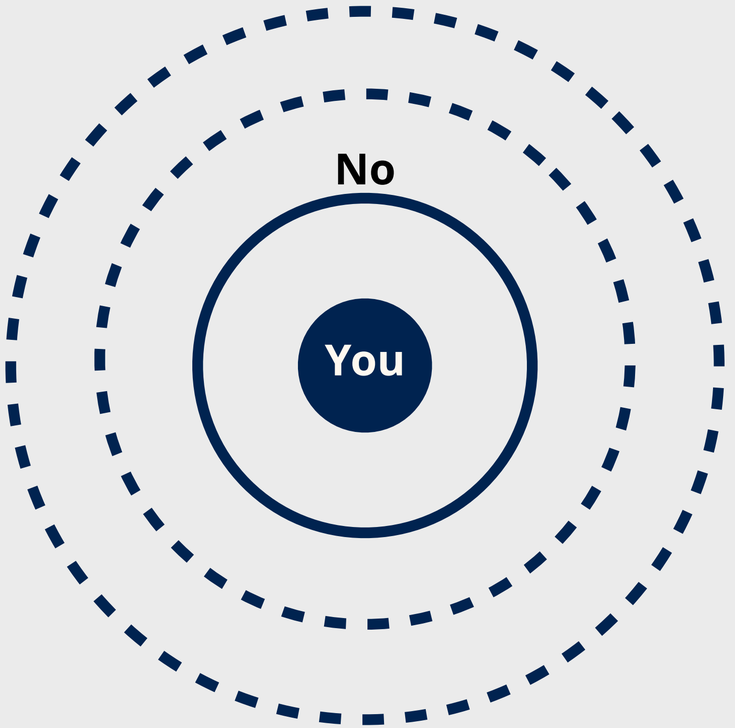
What usually happens:

- **We think “career-limiting move”**
- **We say Yes (even tho we think No)**

Impact:

- **Feel like a push-over**
- **Regret “why didn’t I speak up”**
- **Resentment - yourself, the person**

No is a complete sentence



2nd strategy:

role play

who you are is a flexible thing

“wearing multiple hats” and adopting behaviours of that role can motivate you to do things you couldn’t before

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