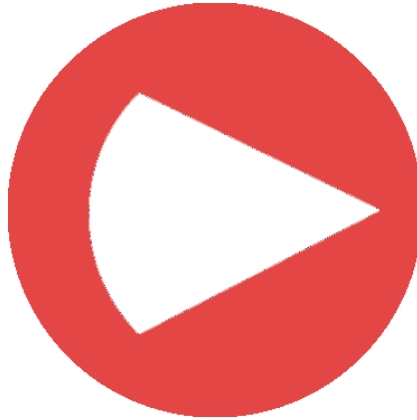


Leadership Webinar



Be Coached On How To Approach Your Next Difficult Conversation

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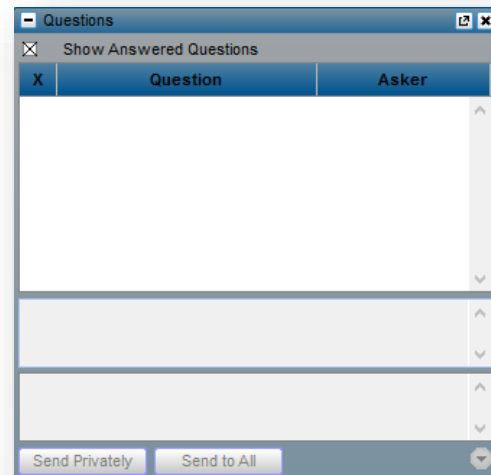
Things to Know...



- All participants will be on mute
- Questions are welcome
- Ask questions in the question box
- We **DO NOT** send out PDU certificates
- May be valid for PDU credit (**self-report session**)

- For more information check out article on Webinars and PDUs

<http://www.projectinsight.net/support/kb/webinars-and-pdus>



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Difficult Conversations

Be Coached On How To Approach Your Next Difficult Conversation

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Board Certified Coach

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714-283-1186

*“Empowering Peak Performance through
Communication, Collaboration, and Innovation”*



Coach, Professional Speaker



At the end of this webinar...



You Will Be Able To:

- Approach Any Difficult Conversation
- Ask For More Of What You Want
- Giving Uncomfortable Feedback To A Peer Or Employee



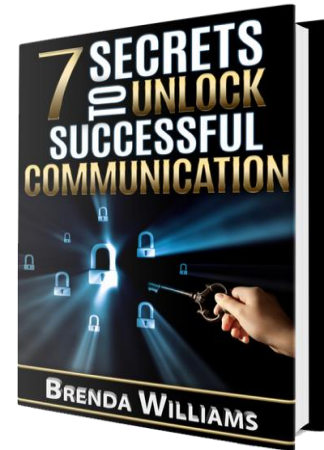
My Gift
To You



Guidebook and *Leadership Communication Program*

\$200 value

www.AcademyForLeadershipCommunication.com



Practice Makes Perfect

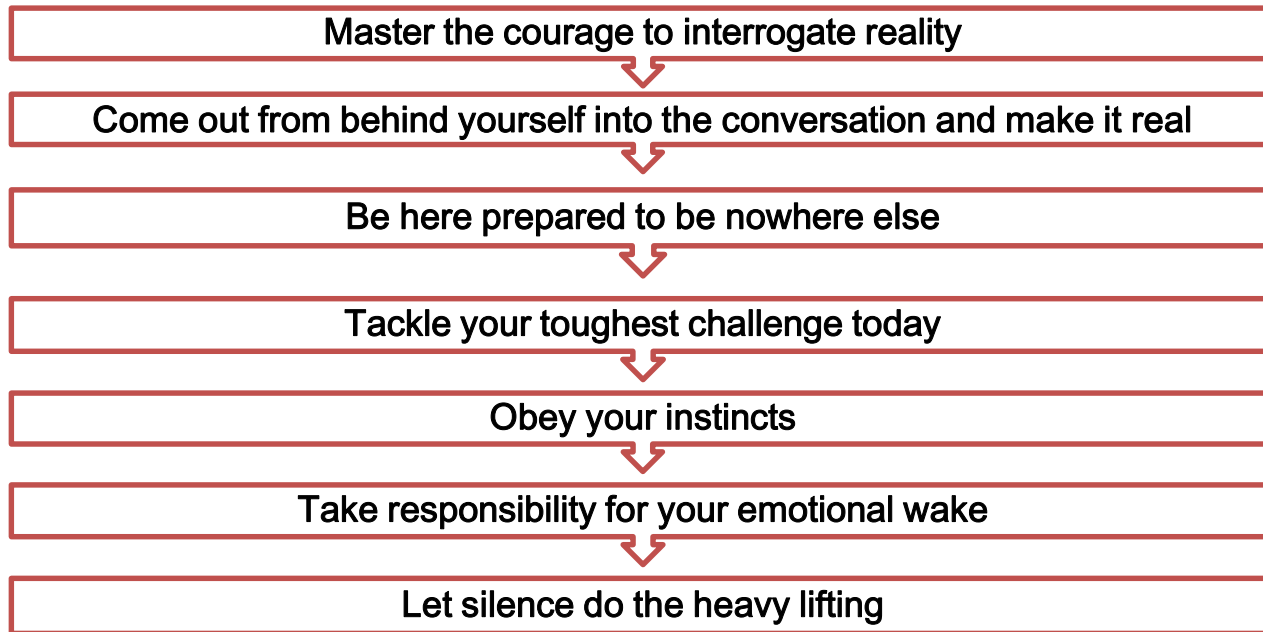


Who Wants To Practice Their Difficult Conversation Today

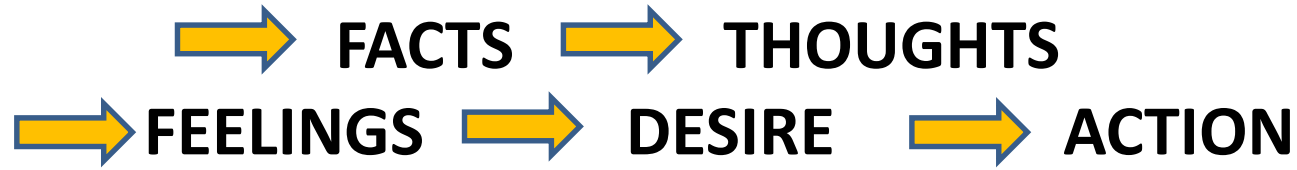
**PRACTICE
MAKES
PERFECT!**

*John
1/10*

7 Principles Master The Conversation



Hard Conversation Roadmap (Short Version)



Difficult Conversations



Strike while the
iron is hot



Which Conversation Are You Most Uncomfortable Having



- **A** - Asking For A Raise
- **B** – Giving A Negative Review To Peer
- **C** - Give Your Boss Feedback
- **D** – Give Client Bad News



*Type Your Reason
Into The Chatbox*



Apathy/Sympathy/Empathy Discussion with students

- Apathy- lack of feeling
 - Sympathy- feeling sorry for someone
 - Empathy- caring about and trying to understand how someone else feels
- "Walk a mile in my shoes"



COMPASSION

(kəm'paSHən) noun

Deep awareness of the suffering of another coupled with the wish to relieve it.

Why Is Empathy & Compassion Important



Give Peer Feedback – Just Getting Back From A Conference



1. Tara, "Look, this job requires a lot of networking. I see, when I take you to events, that you're not mingling except with people on your team.
2. I need to tell you that building relationships is an important part of this job and I think it is an easy skill to learn.
3. I am concerned that this could directly affect your success in your career.
4. I want to support you in any way I can and I recommend that you set a goal to bring back a stack of business cards from each event. I also recommend that you forge at least five new relationships and follow up on each of them, because as a member of this team, it's important that potential clients know you personally."
5. How many cards can we expect from you when you attend the next conference?

Ask For A Raise



1. Bob, there is something I would like to talk to you about. I have not received a raise in 5 years. I have researched the marketplace and my role in other companies is being paid \$10k more per year.
2. Bob, I thought we agreed that I have done a good job and added value to the team. Therefore I feel I should be paid according to my performance and contribution.
3. I need to tell you that not getting a raise for five years has caused me to question if this company values me as an employee. I am starting to wonder if I will ever get paid according to my worth and I am becoming frustrated.
4. It's really important to me that this is addressed and we come to a mutually rewarding decision.
5. What can we do to move this to the next step? When can we meet again to discuss a resolution?

Employee Feedback



1. Christopher "Your extensive knowledge of the business will earn you credibility, however I noticed that in our meetings you talk quickly when you're nervous, and that comes across as junior and insecure.
2. "With this particular client, you've got to present a very different image or you could be cut from his team. Your manner and style of communication is not convincing our client that you are the right person for this role.
3. I truly want to continue working with you and would be disappointed if you were no longer part of the team.
4. It would help if you could slow down on your speaking and be precise. Pausing to ask questions and build rapport. I am a member of a great group called toastmasters. This group would allow you to practice and gain comfort with public speaking. I would like you to join me at the next meeting.
5. What can you commit to and when will it happen?

Email Issue



1. Hi Ken, I would like to talk with you about the email that I just received from you. The account that was mentioned in the email was a referral from a partner. I immediately spoke with Melinda and told her about this account to verify that I could work on it. Melinda also verified that this account had not been touched in a few years or so. She never mentioned it was your account.
2. Your email came across as accusatory with a negative tone. Based on my conversation with Melinda I was under the impression that I could move forward with this account. Initially, I was excited about the new possibilities that this could bring to us but after receiving your email it put a damper on things.
3. Your email and approach to the situation was frustrating and disappointing.
4. I truly want to have a good working relationship with you. I want to be collaborative and have a team environment filled with trust. My desire is that we can start communicating more effectively in person vs. using email.
5. Ken I would like to understand your concerns and expectations. When can we get together to discuss this in person?

Prepare For Your Next Difficult Conversation



**Raise Your Hand In The Chatbox – Unmute
Your Line
OR
Type Your Questions In The Chatbox**



Questions to Ask Yourself



What conversations are you avoiding right now?

What could you do to build stronger relationships?



How Do You “Master The Courage”?



Practice

Practice

Practice

Practice

What Is It Worth To You?



- What Would A Pay Raise Be Worth?
- What Would Your Boss Respecting You Be Worth?
- How Would Life Change If You Could Openly Ask For What You Want & Express Yourself In Any Situation?

TO KNOW
WHAT LIFE IS WORTH
YOU HAVE TO RISK IT
ONCE IN A WHILE.

JEAN-PAUL SARTRE



ANY
QUESTIONS
?

See you next month!



**Leadership -
Overcome 3 Deadly
Project Manager
Mistakes**

July 6, 2016

8am PT/11am ET

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