



How to Have Crucial/ Uncomfortable Conversations

*“Remember that your **success and happiness** is directly proportional to the number of uncomfortable conversations that you are willing to have.”*

*“I **refuse** to lower my standards of excellence to meet your need for mediocrity.”- Keith Cunningham*

“You only see in others what you already possess in you.”- Tarley Reed

“There are no failures in life; just results.”- Tony Robbins

*“Where **FOCUS** goes, **ENERGY FLOWS**”- Tony Robbins*

“Strong minds discuss ideas, average minds discuss events, weak minds discuss people.” - Socrates

- Start by saying what is holding you back from having this conversation-- REMEMBER-- THIS CAN BE A 5 MIN CONVO!! Efficient, direct, and with the INTENT to solve this forever!!
 - “Kiera-- I am really nervous to have this conversation. I don’t ever want you to think that I think you aren’t a great employee, or that you aren’t doing a good job. That’s not how I feel at all and I want to make sure this conversation lands how I intend it to do so.”
- State your goal/ intention for this conversation
 - My goal is to spend 30 seconds identifying the issue so we can solve it forever and find a solution!
- Next- 30 seconds to identify the issue- Conciseness is a sign of mastery
- SOLVE this FOREVER
 - What is a solution that would solve this issue forever? No more swirling in the issue
- Wrap up
 - Thank them for talking
 - Ask, “How did this land? What did you hear? I want to ensure that what I was trying to express landed the way I intended it to land.”

We bring up issues with the SOLE intent to solve and make the practice a better place.

To the person who’s have the conversation given to them

- As soon as you hear the issue:
 - Stop and take a breath before you speak



- Thank them for telling you
 - Thank you so much for telling me. I know it must be hard to bring this up and I really appreciate you giving me an opportunity to become a BETTER VERSION OF MYSELF. Mean this! It is an opportunity for you to grow!
- Listen
 - Is there truth to what they are saying? How could this be true? Humble yourself!!
 - Reality is real for people REGARDLESS of what you THINK you are