



*Diploma Delegates*



*Performance Enhancement*

# Tips for Having a "Tough Talk"

Article - 10 min read & content link



By the end of this content you will have explored the idea of “tough talks”, the times when you need to have a conversation that has the potential to become difficult for all the parties involved. It contains a podcast with a useful discussion about tough conversations in the workplace, which also includes some hits & tips on how to prepare, conduct and conclude one.





## “Tough Talks”

Having the ability to hold “tough talks” is an inevitable part of a Manager/Leader’s life. The management of performance brings these into our worlds all the time.



### Some examples could be:

- Giving some “hard to hear” feedback on a team member’s behaviour
- Discussing under-performance or unforeseen circumstances that have affected performance
- Delivering a report to your Senior Management to communicate a problem or someway you’ve fallen short
- Let your team know some bad news that is going to bring some stressful times ahead

Despite its inevitability it remains elusive and an area of personal development many Manager’s and Leader’s seek to address in their skill set. Fundamentally, **no one likes to be the bearer of bad news or discuss something that might upset another human being** and so it becomes an area of worry and concern, and we procrastinate and avoid the conversations until it becomes too late.





## Confidence & Courage

There is no easy answer, getting it right often comes from experience, and while much of it has to come from you intrinsically there are some structures and behavioural choices you can make to feel more confident and prepared as you develop and build experience through exposure to these “tough talk” situations. The following podcast is an episode of “Lead to Win” called “The Anatomy of a Tough Talk”. Here’s a breakdown of its content from the description. In the episode you will find:

- One of the primary reasons people don’t have tough talks
- Why Steve Jobs got kicked out of a meeting with the board of directors for a charity event (and what he learned from it)
- The difference between hoping things will go well in your conversation and knowing what to do to help make it happen
- One simple strategy for getting crystal clear and accomplishing your desired outcome
- Why difficult conversations are not only necessary but inevitable
- Steps to take before and during a tough talk so you accomplish your goals, maximize receptivity, and maintain respect for everyone involved

It’s a fairly lengthy one, **just over 40 minutes**, so make sure you have the time and the right environment to listen...

[Click Here](#)



**Further Reading:**

During the podcast Michael & his Daughter make reference to two popular texts on the subject of “tough talk” in Management. They were:

1. “Crucial Conversations: Tools for Talking when the Stakes are High” by Paterson, Grenny, McMillian and Switzler
2. “Difficult Conversations: How to Discuss What Matters Most” by Stone, Patton & Heen

