

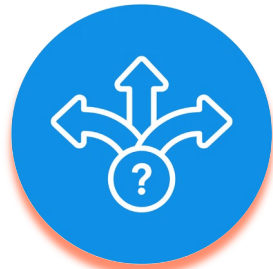


Difficult Conversations

Amy Jacobson



Own It



Face It



Feel It



Ask It

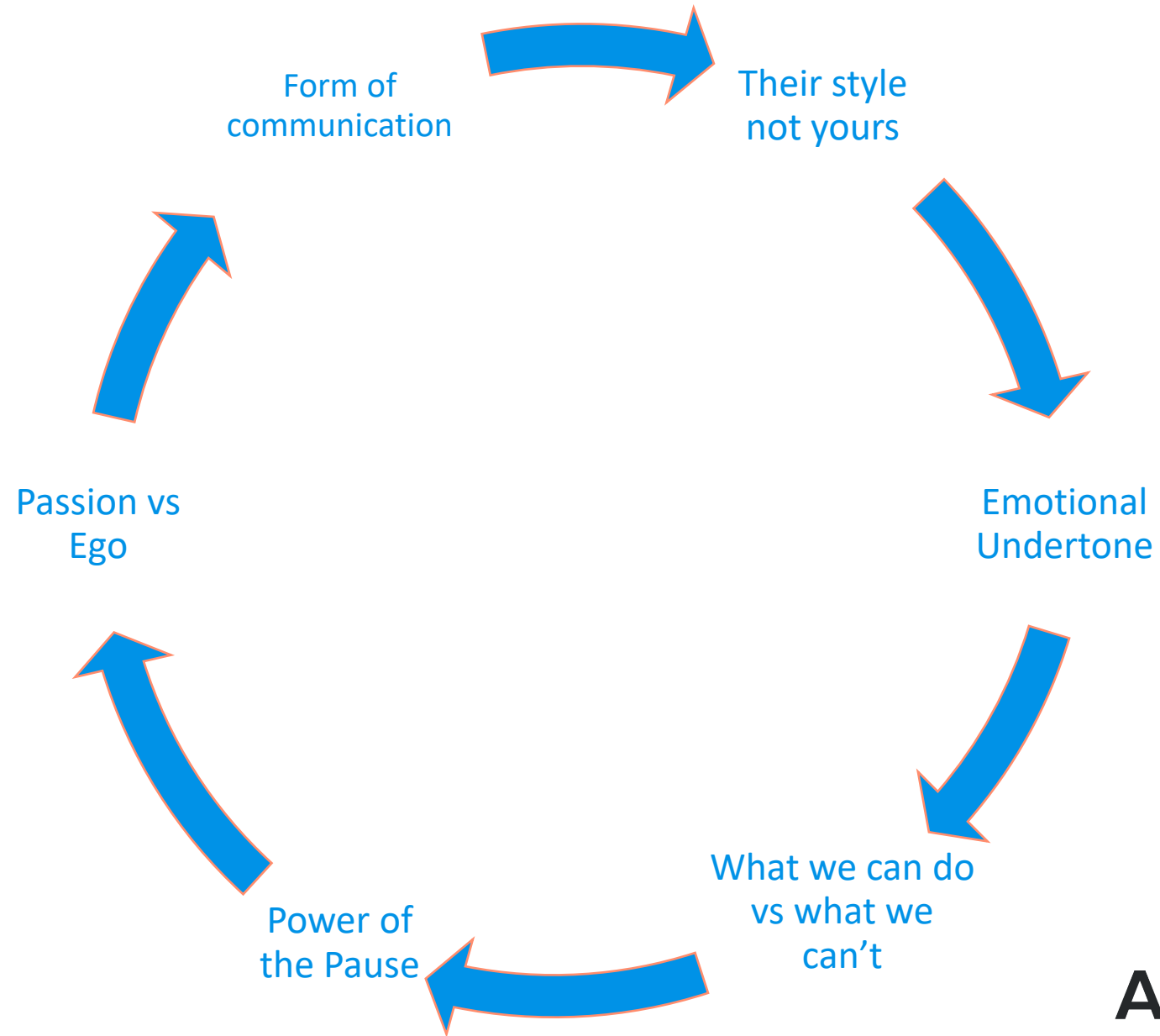


Drive It

Amy Jacobson



Ask It

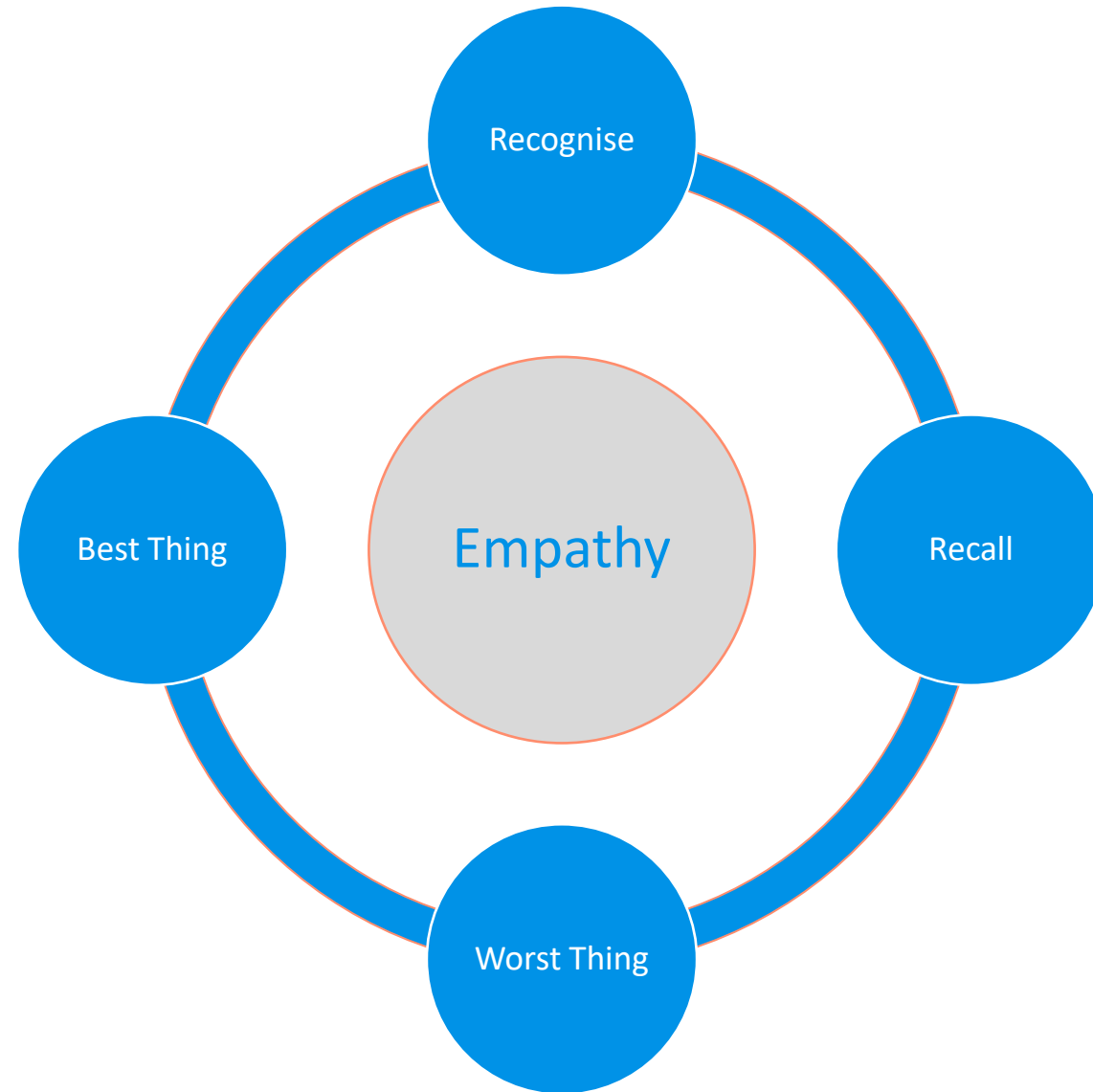


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Modality Quiz



Empathy



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Tough Conversations

Ask It

Listen &
Pause

Ask open
questions

Empathise

How do we
fix this?

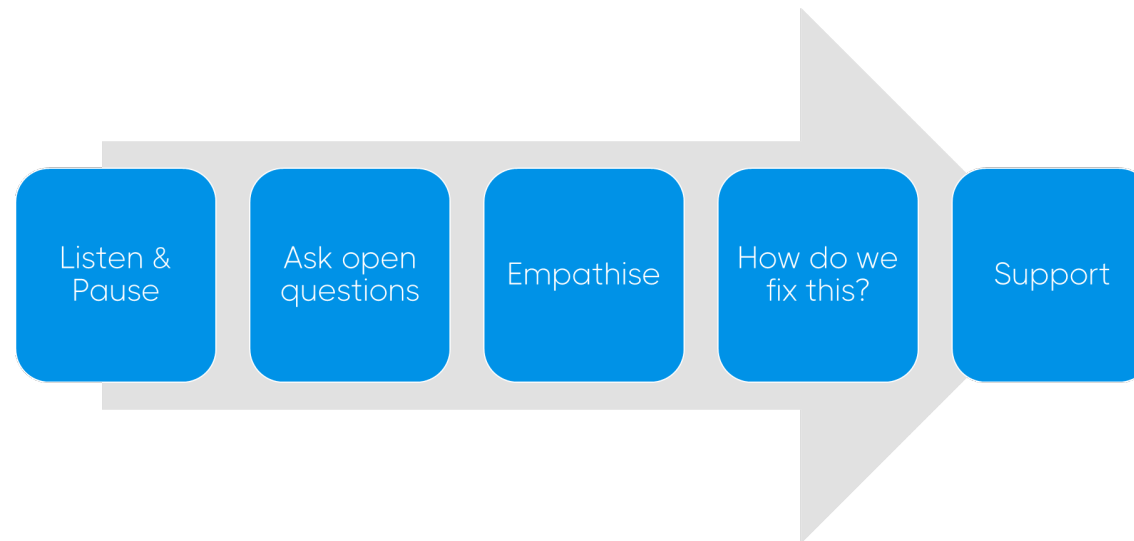
Support

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Table Activity

List 3 examples of tough conversations within your workdays?

- On a scale of 1-10, how well are they currently going?
- What is the biggest blocker to the conversations?



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Emotional Responses

Ask It

| | | |
|--------|---------|----------|
| Upset | Angry | Meh |
| Denial | Curious | Positive |

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Emotional Responses

Ask It

| | EI Best Approach | Things to Avoid |
|--------------|--|---|
| Upset | <p>Getting upset in front of others (especially at work) tends to be embarrassing.</p> <p>Ask:</p> <ul style="list-style-type: none">-if they would like to take a break, go to bathroom, get a support person?-how can I best support you through this? | <p>This is not about us, we do not know how they feel, this is not happening to us, stay out of our own head and needs.</p> <p>Avoid saying:</p> <ul style="list-style-type: none">-“I know how you must be feeling.”-any sentence that starts with ‘I’ or is self-related. |
| Angry | <p>Anger is an intense emotion and generally puts us in an emotional hijack. This means there is no logic in play, and we often can’t hear.</p> <p>Do:</p> <ul style="list-style-type: none">-listen and pause!!!! Don’t talk, let them get it off their chest.-once they have aired frustrations, default to ‘Upset’ approach.-if it becomes too much or inappropriate, pause the conversation and everyone take a break. | <p>Don’t defend or try to justify. Our ‘fight of flight’ can also get triggered. Remember this person is an emotional hijack, leverage empathy to help them get out of it.</p> <p>Avoid:</p> <ul style="list-style-type: none">-responding with anger too.-raising our voice.-an emotional hijack within ourselves. |



Emotional Responses

Ask It

| | EI Best Approach | Things to Avoid |
|---------------|--|--|
| Denial | <p>When our mind doesn't like what we are hearing, we can sometimes go into total denial to avoid the emotion being faced and felt.</p> <p>Ask if:</p> <ul style="list-style-type: none">-what you have told them makes sense?-do they understand what this means and results in? <p>Reiterate the facts and reality of the situation clearly and explain the next steps.</p> | <p>Some people take time to process and accept information. Trying to force them to do it instantly is never wise.</p> <p>Avoid:</p> <ul style="list-style-type: none">-getting frustrated with them.-telling them how to accept it.-making statements, ask questions instead. |
| Meh | <p>When the care factor or response is low, it can be confusing.</p> <p>Ask:</p> <ul style="list-style-type: none">-if they have all the information they need?-how can I best support you from here? <p>End the meeting but keep an eye on them and revisit if required.</p> | <p>Don't try to make it a big deal if they seem unphased. This might be a cover for deeper emotions or was expected. Or it simply may not be as big of a deal to them.</p> <p>Avoid:</p> <ul style="list-style-type: none">-keeping them there and continuing to talk until you get the reaction you want. |



Emotional Responses

Ask It

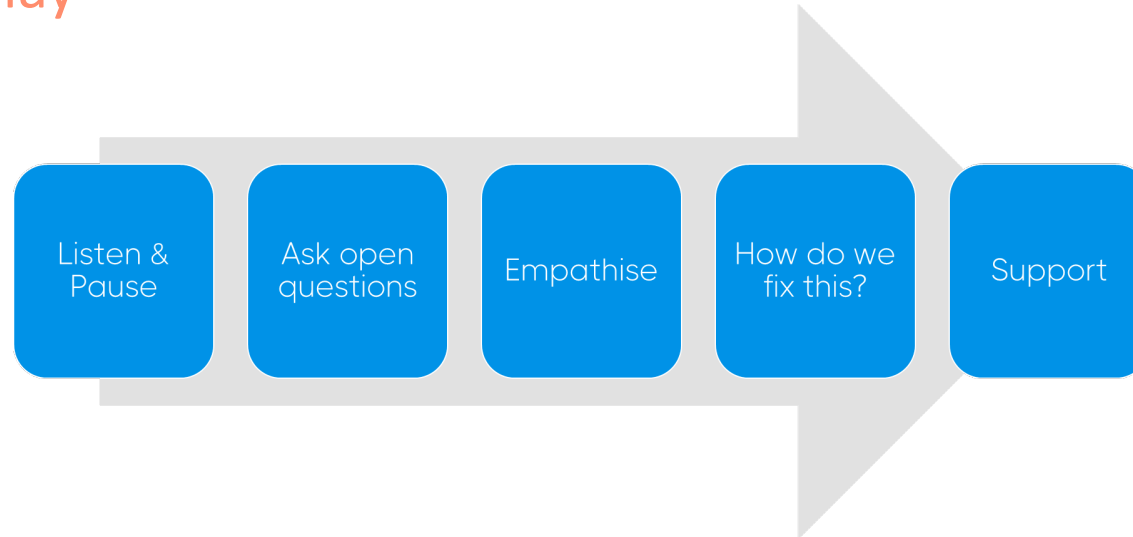
| | EI Best Approach | Things to Avoid |
|----------|--|--|
| Curious | <p>Tough conversations can spark so many unanswered questions creating curiosity. Encourage them to ask questions and let them speak.</p> <p>Ask:</p> <ul style="list-style-type: none">-if there are any questions or thoughts they would like to share?-how are they feeling?-if they are happy to share more about their thoughts/emotions? | <p>Don't downplay, avoid or shutdown their curiosity.</p> <p>Avoid:</p> <ul style="list-style-type: none">-ending the conversation before they have finished.-make fun of or laugh at any questions or comments. |
| Positive | <p>Sometimes things we believe will be a tough conversation aren't always the case. For some, it's a relief, an actual positive or 'win' aligned to their priorities.</p> <p>Ask if:</p> <ul style="list-style-type: none">-they are happy to share more about what they are feeling and why?- there is anything more you can do to support them? <p>Keep an eye on them and revisit if required.</p> | <p>This response can catch us off guard, so it's important to manage our emotions visually and verbally.</p> <p>Avoid:</p> <ul style="list-style-type: none">-cutting the conversation short. Still provide all details required.-making assumptions.-assuming this positive response will stay positive. It may be a protective response and other emotions may follow. |

Table Activity

List 3 examples of tough conversations within your work days?

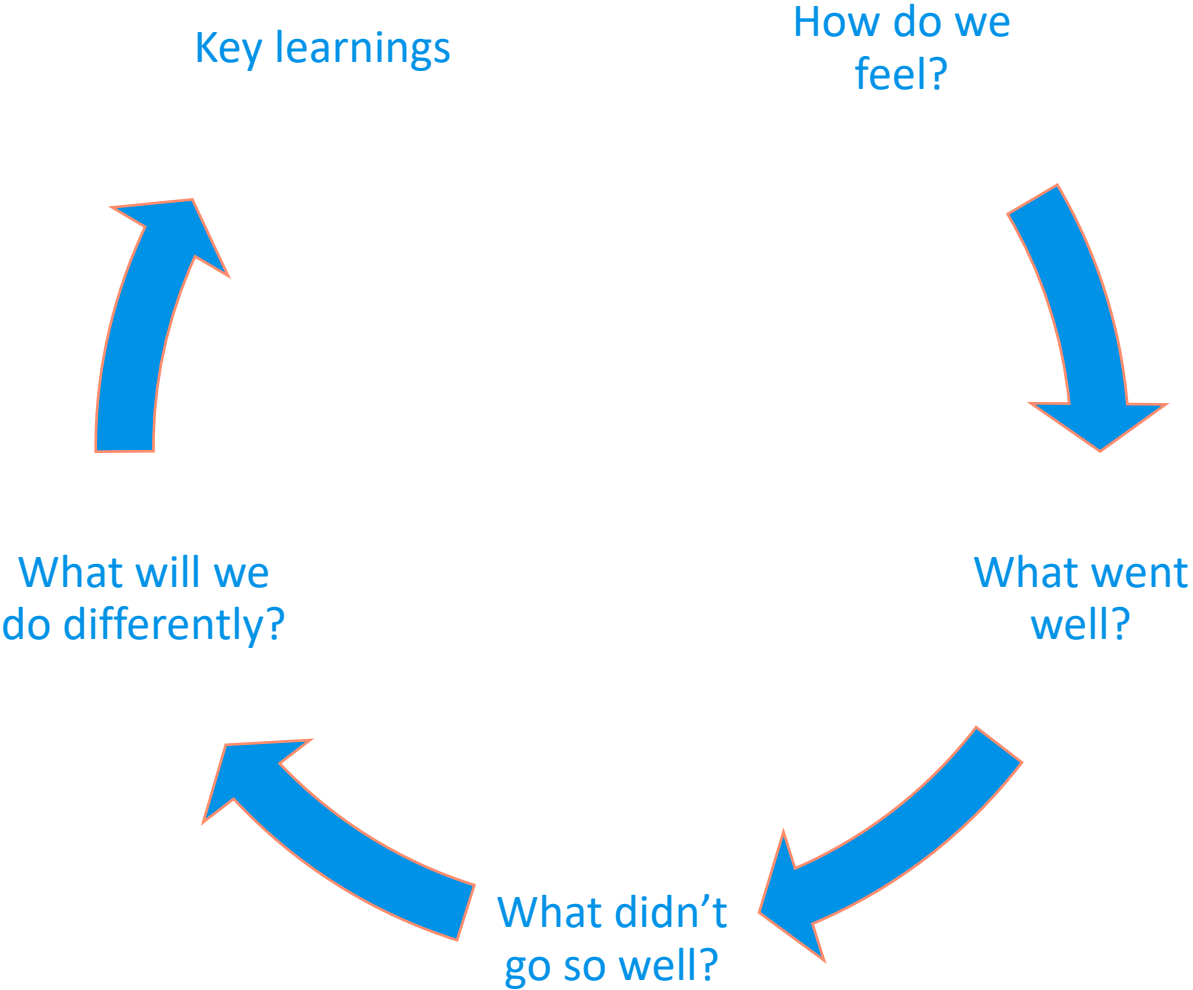
How could you use these 5 steps to engage in conversation more effectively as a leader?

- 'ROLL' play



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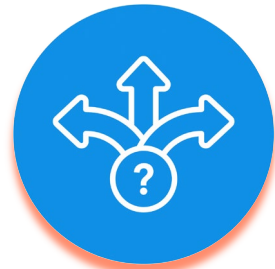
Reflect & Discuss



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Own It



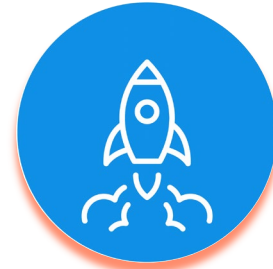
Face It



Feel It



Ask It



Drive It

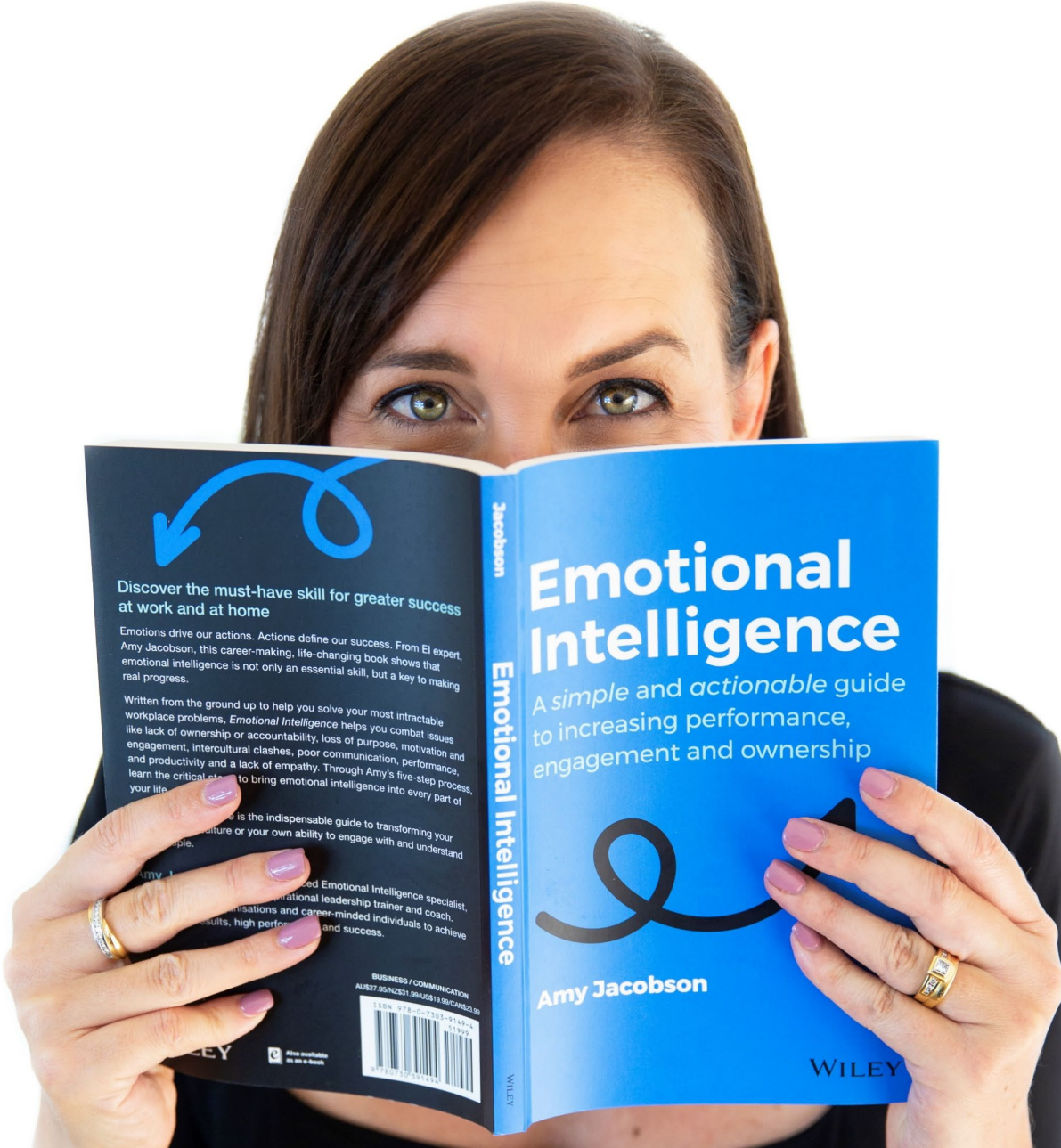
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It's not **WHAT** you know or
WHAT you can do.

It's **HOW** you make people
feel.

Amy Jacobson

Own Your Shit,
Take Control &
Be Unstoppable



SCAN ME

Discover the must-have skill for greater success at work and at home

Emotions drive our actions. Actions define our success. From EI expert, Amy Jacobson, this career-making, life-changing book shows that emotional intelligence is not only an essential skill, but a key to making real progress.

Written from the ground up to help you solve your most intractable workplace problems, *Emotional Intelligence* helps you combat issues like lack of ownership or accountability, loss of purpose, motivation and engagement, intercultural clashes, poor communication, performance, and productivity and a lack of empathy. Through Amy's five-step process, learn the critical steps to bring emotional intelligence into every part of your life.

This is the indispensable guide to transforming your culture or your own ability to engage with and understand people.

Amy Jacobson is an award-winning Emotional Intelligence specialist, organizational leadership trainer and coach. She has worked with executives and career-minded individuals to achieve results, high performance and success.

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Emotional Intelligence

A simple and actionable guide to increasing performance, engagement and ownership

Amy Jacobson

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