



# The Art Of the Difficult Conversation

NYBA



**LOGIC**

**FIGHT/FLIGHT**





*innovation*

*problem solving*

# CURIOSITY

**communication**

**creativity**

*collaboration*

*connection*



# DIFFICULT CONVERSATIONS

1. unpack the fear

2. fact vs. fiction

3. do your job

4. don't be sorry

5. say it, then wait



The art of the  
Difficult  
Conversation

- WHAT ARE YOU AVOIDING?
- BE SPECIFIC
- PREPARATION BUILDS MUSCLE

**STEP ONE:**

unpack the fear



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- HUMAN MEANING-MAKERS
- WHAT ARE THE FACTS?
- TRUTH W/O NARRATIVES

**STEP TWO:**  
fact & fiction





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**STEP THREE:**  
do your job

- AVOID PREDICTING
- I STATEMENTS
- "YOU MADE ME FEEL"

- "Help me understand why..."
- "Let's figure out how to..."
- "I have noticed that..."





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- THE APOLOGY EPIDEMIC
- WOMEN DO IT MORE
- CHECK YOURSELF

*Am I doing something that requires an apology?*

**STEP FOUR:**  
don't be sorry

- I disagree because...
- Would you consider....
- If approached from a different angle, we might...



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- TEST YOURSELF
- BRAIN GROWTH
- LISTEN WITH YOUR TONGUE

*“To be silent in  
someone else’s  
presence is a  
mark of trust.”*

**STEP FIVE:**  
say it, then wait

# RECAP

1. unpack the fear — **MAP IT OUT.**
2. fact vs. fiction — **STICK TO FACTS.**
3. do your job — **PRACTICE “I” STATEMENTS.**
4. don't be sorry — **CHECK YOURSELF.**
5. say it, then wait — **SILENCE BUILDS TRUST.**



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TOUGHCONVO