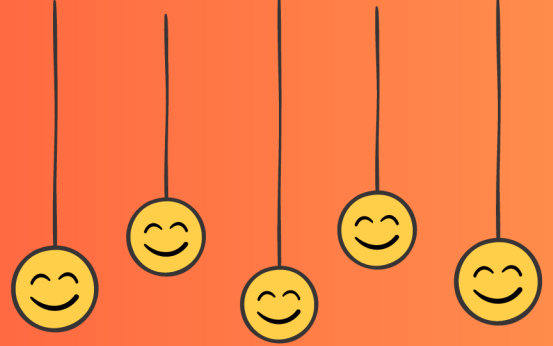


MINDSET MINUTE



HAVING DIFFICULT CONVERSATIONS

How many of you struggle when having a “difficult” conversation? How do you respond when your supervisor wants to “have a chat?” How do your direct reports feel when you want to have a conversation with them?

Let's dive into having a difficult conversation with a tool from friends Amy P. Kelly and Jon Gordon and the book they wrote *Difficult Conversations Don't Have to Be Difficult*. When approaching a conversation that is going to be hard, no matter what our role is, we can all work towards giving G.R.A.C.E. We want to take on the challenge of difficult conversations by assuming positive intent.

This resource can take a deep dive to help us grow in our mindset when having to approach these conversations. With the right tools in place, these types of conversations can become less intimidating. **You can reference the attached document to help in your personal growth.**

Follow these simple guidelines to use our new tool G.R.A.C.E.

G = Name 2 ways you will give the benefit of the doubt in your conversations.

R = How will you shift from judgement to curiosity?

A = What questions could you ask to get at the truth of the other person, not just your truth?

C = What specific tactics will you use to listen more than you talk?

E = Capture two powerful phrases you can keep coming back to that convey your desire to collaborate.

Our first Mindset Minute challenged us to the books we read. Have you read a good book to help you reach your personal goal on where you see yourself in the next five years? Have you found a good podcast to help your growth? What have you done to help reach your vision? Feel free to reach out and let us know so we can share tips with other subscribers. Sometimes, our best growth can come from others who inspire us by sharing their habits.

