### FIVE INSIGHTS

#### For Navigating Uncomfortable Conversations



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# #01



#### THE IRONY

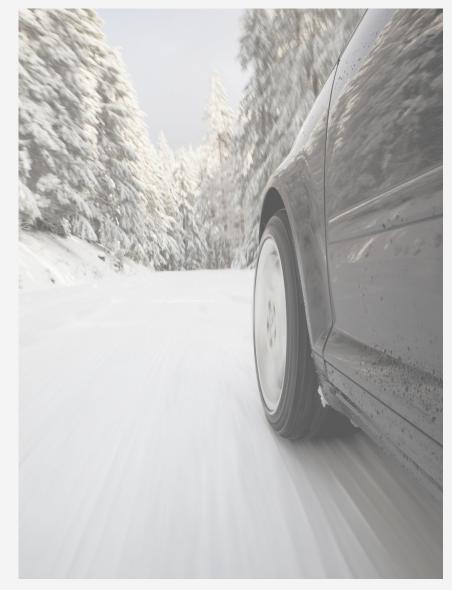
The conversations you find most uncomfortable, the ones you make the greatest effort to avoid, are the ones that lead to unnecessary conflict or confrontation.

The longer you put off a conversation, the more the **discomfort** of it expands... exponentially! The beauty of this is that as you break the habit of avoiding uncomfortable conversations, your **confidence** in having these conversations will expand exponentially.

## #02

#### IT'S NOT THEM, IT'S YOU.

Wonderful News! You have the ability to immediately influence the direction of a conversation by shifting the way you approach it. Like learning to drive in snow, you don't take your hands off the wheel, you turn the wheel in the direction you want the car to go. The same applies to an uncomfortable conversation. When navigating an uncomfortable conversation, **don't let go of the wheel!** Learn to steer the conversation in the direction you want it to go. Like winter driving, it is unnerving at first. The more you do it, the more relaxed you approach it.





#### ASSIGNING INTENT/MOTIVE

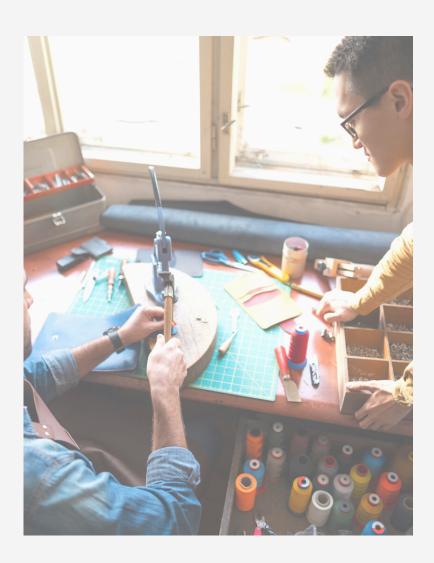
The pattern of labeling, evaluating, and even judging the intentions and motivations of others dooms many a conversation. Speak to observable behaviors and the result or impact of the behavior.

Check your assumptions at the door. Approach each new conversation from a place of curiosity by asking better questions.

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Good news. With consistent practice, focus on the process not the result, and ample opportunities to engage in uncomfortable conversations, they become more comfortable.

Addressing tough conversations is a 'language' all its own. It takes repetition, hearing the words coming out of your mouth, even coaching and feedback. With some consistency, your confidence will build quickly. More importantly, as you shift how you engage in uncomfortable conversations, you will witness the profound influence you have in how others respond not only to you...but how they engage in uncomfortable conversations with others as well!!



# #05

#### THE BUTTERFLY EFFECT

Yes, "the idea that small, seemingly trivial events may ultimately result in something with much larger consequences" can apply to conversations as well. Imagine if you were to no longer avoid necessary conversations. What are potential benefits? Perhaps an immediate resolution to a problem; an increase in personal responsibility and accountability; restoration of trust and much more.



A person's success in life can usually be measured by the number of uncomfortable conversations he or she is willing to have. — Timothy Ferriss

Now, I just delivered some powerful insights! You have to decide how invested you are in changing your experience in having uncomfortable conversations and when ready..start learning the 'language'.

I have complete confidence in you and I KNOW YOU CAN DO THIS! ~Melissa





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