

Webinar

The Great Reshuffle

Navigating the Return to the Office





Make Sure You
Make it to Video 4
For A

Special Bonus



02

Difficult Conversations Increase Morale

SECRET #2



02

How To Navigate Difficult Conversations

*Prioritize Your
Values to Easily
Value Trade*



- ▶ What Are we Talking About?
- ▶ Don't Do These Things.
- ▶ Know What You Value, Non-negotiables, and Assess the Risk.
- ▶ You Have 5 Seconds to Get This Right.

DIFFICULT CONVERSATIONS

What Are We Talking About?



Mask Adverse

Allowing Only the Vaccinated to RTO



HIDDEN BIAS

Company Allows WFH, Executive Bias For RTO



DECEPTION

The Maskless Un-Vaccinated Poser



DISCLOSURE

Being Required to Disclose Vax Status

Things to Avoid

- Misstating Company Policy
- Misstating Company Boundaries
- Offering Too Many Options - Large
- Offering Too Few Options - Small
- Sacrificing the Good of the Team

VALUE TRADE

Difficult conversations often require value trade-offs.

How can you trade if you don't know your values.

Some things are non-negotiable.

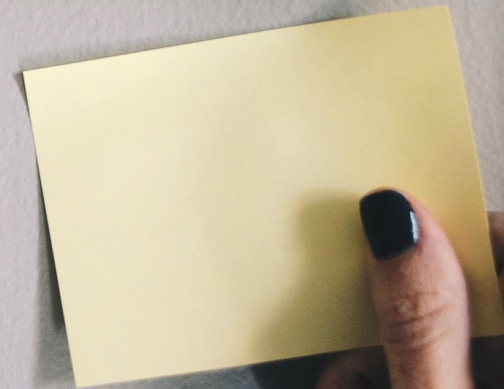
Knowing your priorities helps you assess the risk.

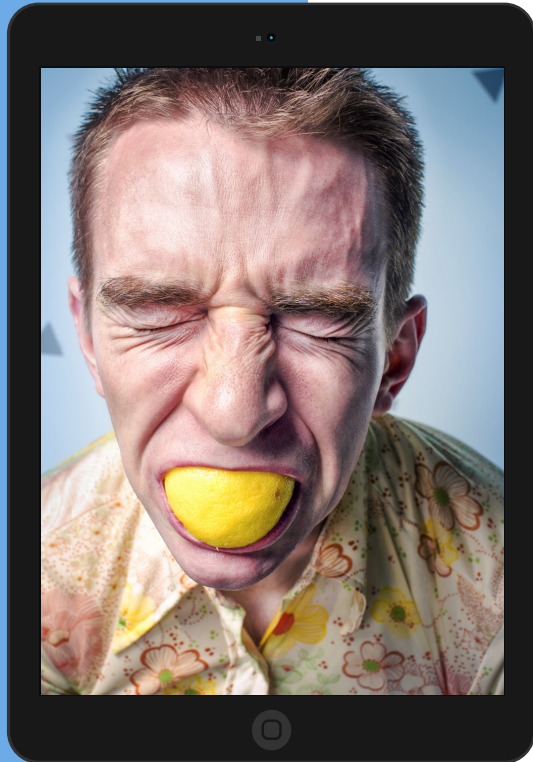
Difficult conversations may involve taking a stand.

Having assessed the risks, you can discuss with confidence.

Challengers exchange certainty and safety.

We lose those who do not feel heard, validated, and respected.





You Have 5 Seconds to Get This Right

- ▶ How you start, your tone and approach are critical.
- ▶ Safety, validation, and respect.
- ▶ Soften your language.
- ▶ Highlight areas of agreement.
- ▶ If argumentative, return to validation and respect.

YOUR INSTRUCTOR

Randy Free

- ▶ Executive coach.
- ▶ Creator of the *ZEAL* process for personal improvement.
- ▶ Retired partner - Grant Thornton.

I empower professionals
to unleash their true potential



@CoachToResilience