

Difficult Conversations: Common Mistakes Infographic

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Difficult Conversations. Common Mistakes. Ten tips to help you pluck up the courage to have those difficult conversations. Fifty percent of managers cite difficult conversations as the biggest challenge they face in their role. [1] Thirty five percent. cost of not having that uncomfortable conversation. Thirty five percent of employees leave their jobs voluntarily because of internal politics and conflict. [2] The most difficult conversation subjects for managers. [3] Twenty three percent. behavioral issues. Twenty percent. poor performance. Twenty percent. personal hygiene. Eleven percent. firing or redundancy. Six percent. absence and lateness. Mistake one. Procrastination. Don't assume the need to have a difficult conversation will just go away, it won't. Just do it. Thirty four percent put off holding a difficult conversation for at least a month. Twenty five percent have put it off for more than a year. [4] Mistake two. Being unprepared. Jumping straight in without thinking can cause serious problems, which can be just as bad as delaying the meeting. To prepare well, Gather as much factual information as you can. Identify the key points you want to make. Reflect on what you know about the other person, e.g. is their behavior out of character. Be clear on your desired outcome, what do you want to happen. Mistake three. Wrong time, wrong place. Choose a suitable time and place by booking a quiet, private room where you won't be disturbed. Give the other person plenty of notice. Be sure to allow enough time to explore both sides of the story. Mistake four. Not being clear about the issue. Focus on two things. One. Describe What exactly is the behavior that is causing the problem. Two. Explain What impact is the behavior having on you, the team or the organization. Mistake five. Jumping to conclusions. Don't fall into the trap of making assumptions. There may be mitigating circumstances e.g. illness or stress which explain the negative behavior, both inside and outside the workplace. Mistake six. Getting emotional. Try not to raise your voice or lose your temper, even if the other person becomes angry or confrontational. Stay focused on the issue, not the person. Remain calm and objective. Concentrate on facts and observable behaviors, not hearsay or personal opinion. Mistake seven. Not asking enough questions. Use open-ended, probing questions to get to the bottom of things. For example. Can you tell me more about. How did you feel. What happened when. What was that like. Mistake eight. I'm right and you're wrong. Avoid using accusatory language or laying blame, e.g. You always, You never, etc. Keep it neutral and use the passive voice, e.g. It was disappointing when, rather than I was disappointed. Mistake nine. Not listening. Don't do all the talking. Practice active listening. give the other person time to speak without interruption acknowledge what you've heard pay attention to body language and non-verbal signals. Mistake ten. Not working together on a joint solution. Ask the other person for suggestions on addressing the situation. Agree next steps, who will be responsible for doing what and how to monitor progress. Finally, don't forget to thank them for their time.

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