

Having difficult conversations

Di Murray Founder Comingup4Air Co-Founder Keziefoods



"Conversational debt "

the cost of the conversations we avoid

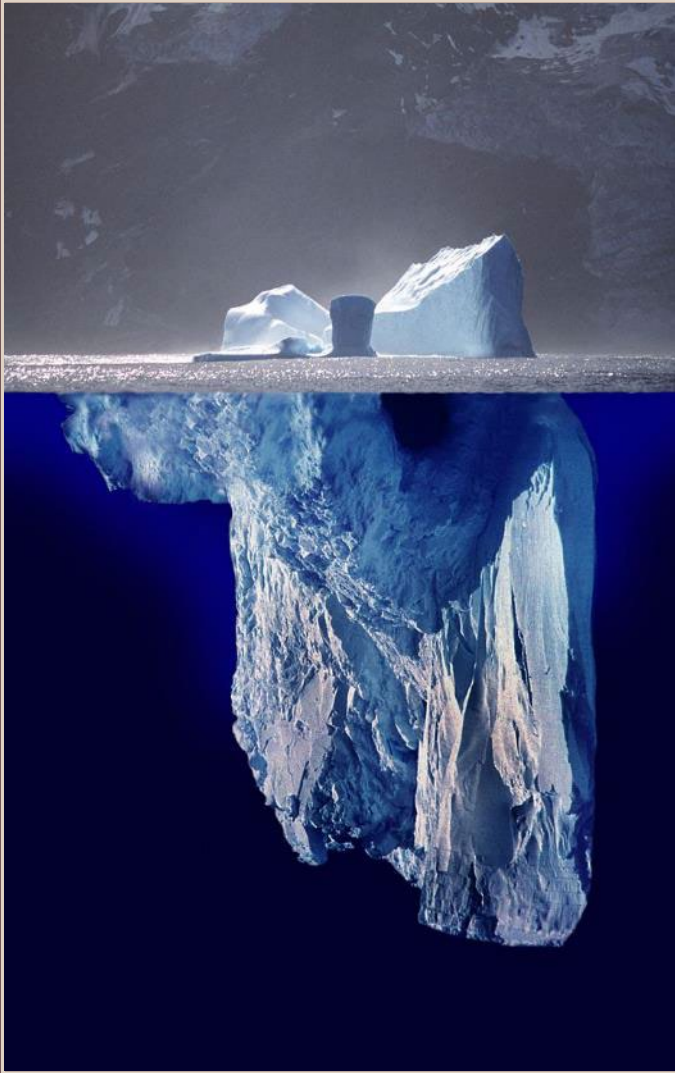
Gustavo Razzetti
Founder and CEO of 'Fearless Culture'
Author 'Forward Time'



What makes
conversations
hard?

We apply a
technical solution
to an adaptive
challenges





Below the surface of adaptive challenges is often uncertainty, risk and fear of:

- compromising relationship
- uncontrollable reactions or outcomes
- being ridiculed

70 – 90% of manager's
time is spent communicating

74% of managers find it harder
to raise issues where they've behaved
similarly

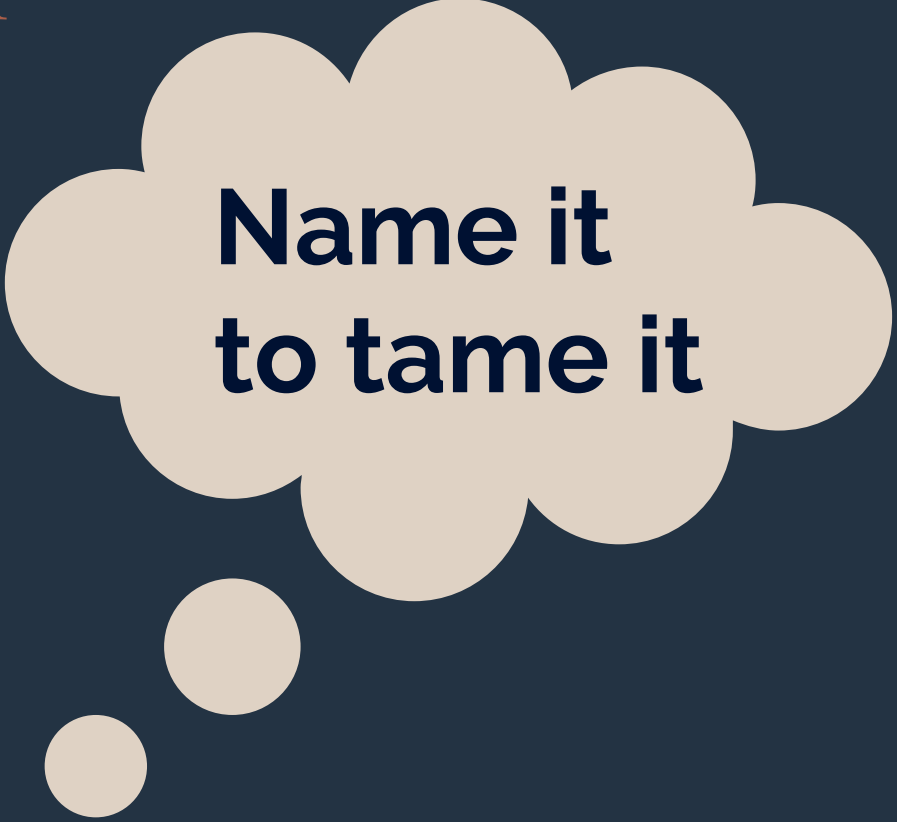
What really
gets in the
way?



Voice	Sounds like	Protects from	Brilliant for (tongue firmly in cheek)
1. The Perfectionist	"If this isn't flawless, we will lose market credibility"	Being judged or credible	Delaying a response, obsessing over details
2. The Controller	"Noone else can do this right/as good as me, if I don't do it the business will collapse"	Chaos or abandonment	Micromanaging and not delegating
3. The Task Master	"You are falling behind. If I don't pull an 80-hour week, our competitors will crush us."	Fear of being lazy, stagnating or mediocrity	Workoholism, exhaustion, burnout
4. The Underminer	"Don't speak up, you aren't ready for this, it didn't go well last time"	Rejection, isolation or emotional fallout	Staying small, under-pricing services
5. The Destroyer	'You're a fraud, you've no business running this company. Who do you think you are?'	Public humiliation, unlovable, flawed	Major shame hangover after a failed pitch, avoid conflict
6. The Conformer	"If you don't fit their exact mould, investors will walk away."	Being ostracised, or an outsider	Morphing into popular trend. Comparing to others.
7. The Judge	"Remember what happened last time you trusted a co-founder/supplier/client"	Past failures or historic betrayals.	Hypervigilance, treat minor mistakes as malicious betrayals.

What is one conversation I
am avoiding or would like
to have?

Which of the 7
critical voices first
appears when I bring
this to mind?



**Name it
to tame it**

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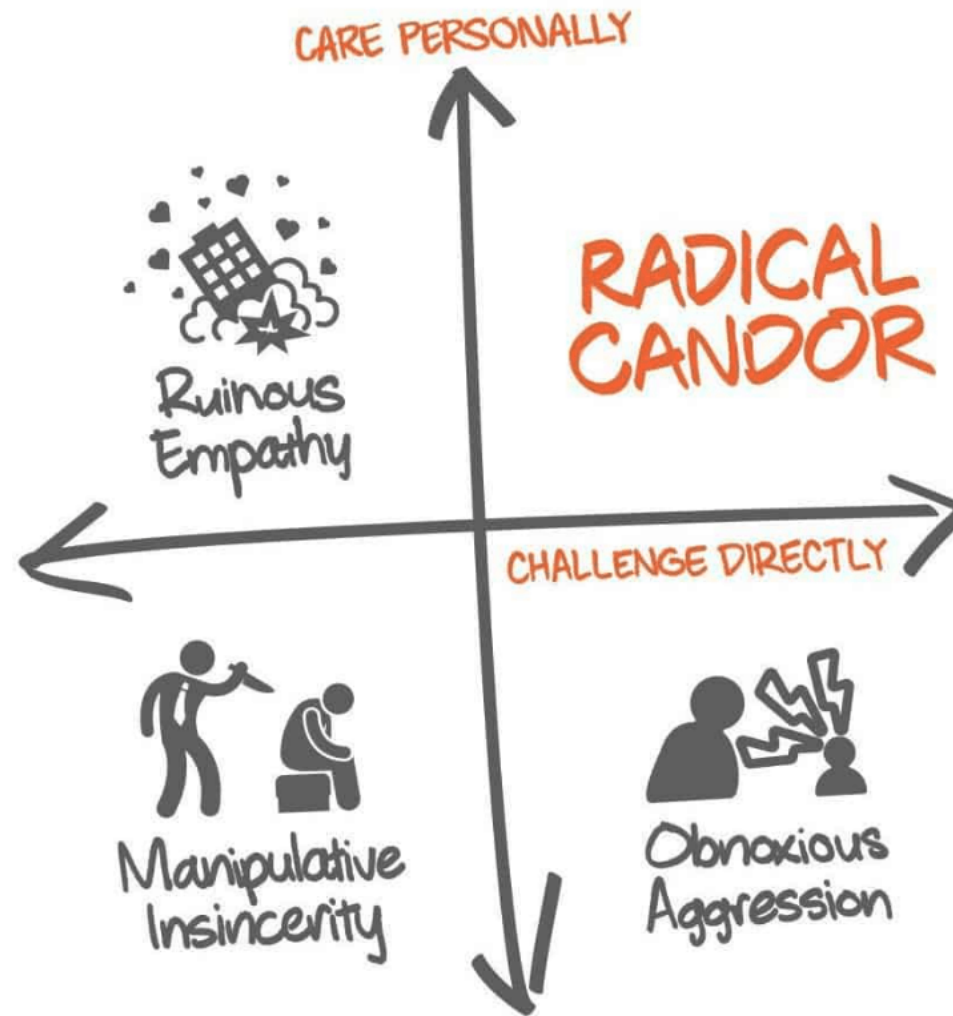
The opportunity:

Neuroplasticity peaks when the brain encounters something it doesn't already know how to do.

The Challenge



“Discomfort is the mechanism not the obstacle”



Kim Scott

practice a scenario in pairs

Identify the critical voice

Offer a coaching reframe – samples provided

Construct an opening line to start this conversation

Place on a post it note

Become your own coach

Name it to tame it

Prime yourself for having difficult conversations

Practice not perfection

Hand courage the wheel and it will drive how you communicate.



ComingUp4Air

Space to breathe

Thankyou