
Quality Conversations



Host: John Drysdale



Outcomes

- Manage 'difficult' conversations with empathy and understanding
- Frame bad news and deliver difficult messages
- Manage a range of emotions
- Use questions to explore solutions and better outcomes
- Use active listening and demonstrate empathy





Conversations

What kind of conversations and how difficult are they? (1-10)

7 Affirmations

1. This conversation has a Positive Intent and comes from a good space
2. It is better if we talk with candour
3. We have the resourcefulness to deal with this
4. Our relationship will shift in the right direction if we discuss it now, but if we don't ...
5. We will be able to move on after this conversation
6. This will be well received, if not right away, then eventually
7. I am sticking to my (or your Organisational) core values in having this conversation



Values Example



Professionalism

We uphold the good standing of our profession by being responsible and accountable in our actions.

Knowledgeable and Informative

We value the collective knowledge and expertise of our members and create opportunities to develop member's skills through professional development events, discussions and networking.

Excellence and Innovation

We are proactive in achieving service excellence. We create and deliver innovative and engaging opportunities to ensure our members can provide a high quality, student focused service across the UK.

Honesty, Integrity & Respect

We are committed to behaving in an open, honest and trustworthy manner ensuring we are ethical in our actions and strive for equity and fairness in our decision making and in our treatment of others.

Collaboration and Teamwork

We work together by sharing best practice in order to support and empower our members, staff and ultimately students. We encourage teamwork across the sector to ensure students access the most up to date Information Advice and Guidance and adapt to the ever changing funding and money advice issues.



How to host your Conversation

Conversation Cycle

Well, I'm glad you called to get advice. Under certain circumstances, there is a hardship fund which we could explore. I will need a few details if that's ok?

So, you are seeing your wages go down and what I'm hearing is you are worried about paying debts and you are looking for additional funding to support you.





Listen for Beliefs & Emotions

Listen for Meaning

Listen for Clarity

Listen for Information

Levels of Listening





*I keep six honest serving-men
(They taught me all I knew);
Their names are What and
Why and When
And How and Where and Who.*

From The Elephant's Child by
Rudyard Kipling

What about 'difficult' Conversations



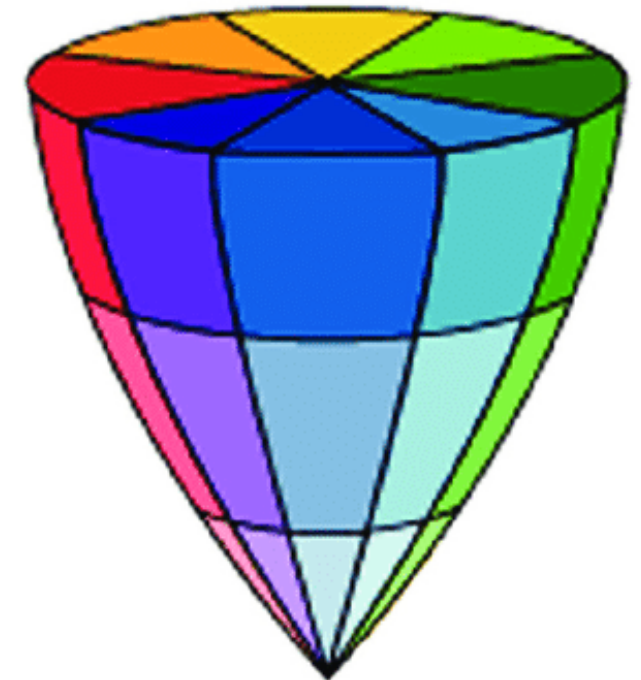
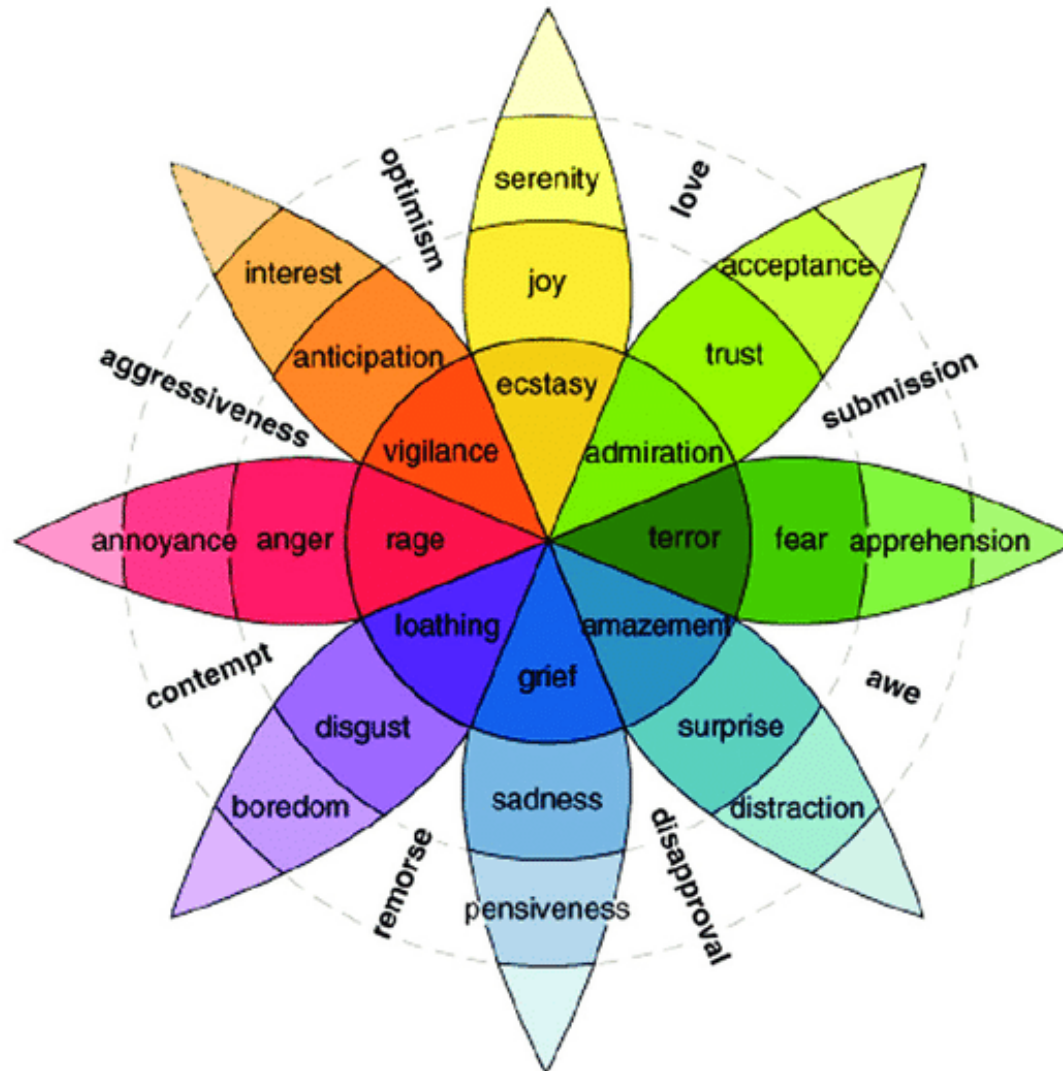


Entering the Conversation 'Arena'

1. I will be assertive*
2. I have a responsibility to the other person and others affected
3. I need to be firm, clear, direct, serious
4. I will be specific
5. I will stick to the salient points and not be side-tracked
6. I will have this conversation at the first-possible-right-moment

*Assertiveness is about rights. Your rights to be heard and also to respect the rights of the other person. Rights help us to maintain assertiveness and avoid passive or aggressive behaviour.

Cone of Emotions (Plutchik)



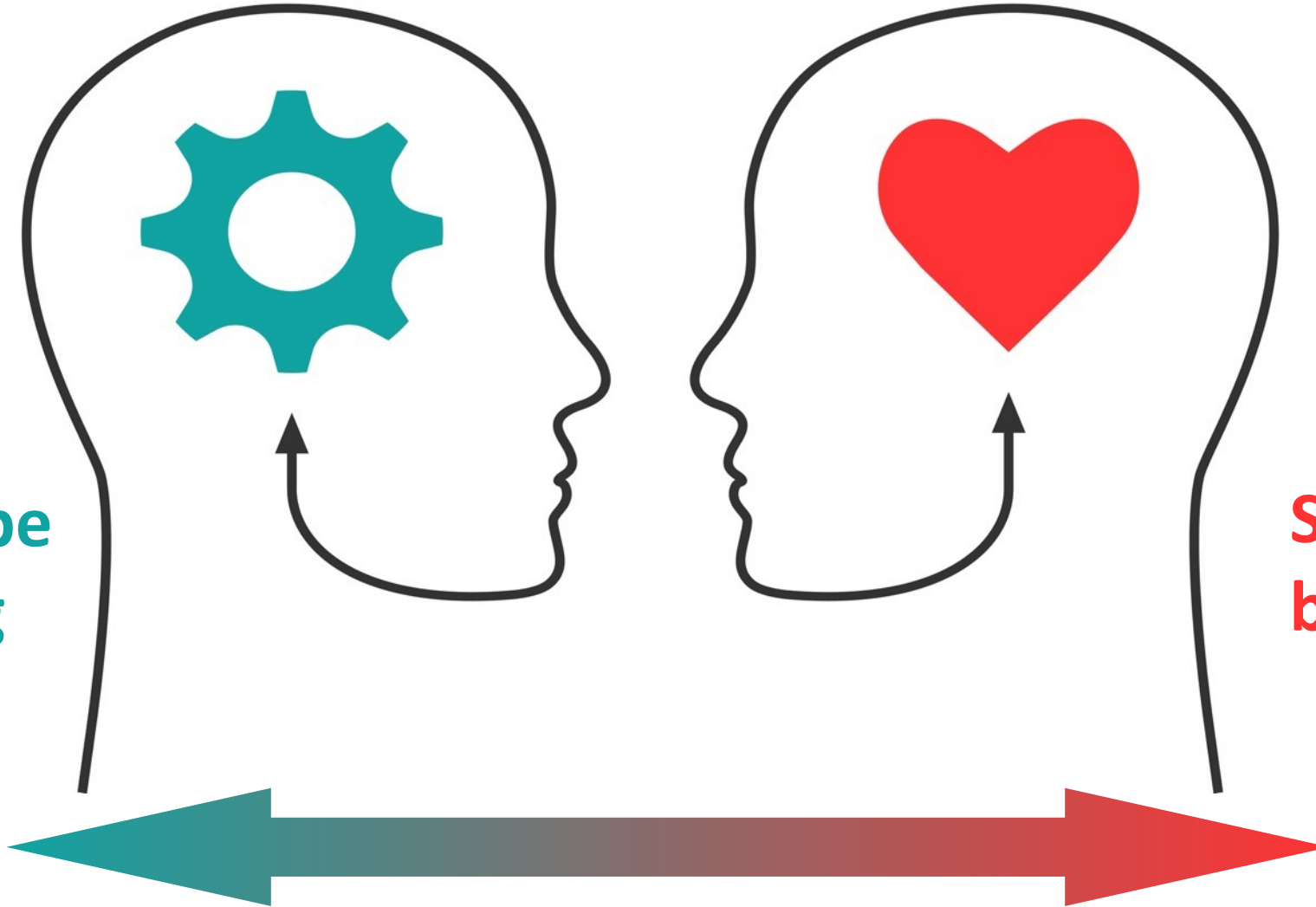
The Plutchik Emotion Circumplex
2D (left) and 3D (above) developed in 1980
by Robert Plutchik.

FACTS

FEELINGS

**We might be
operating
here**

**Student may
be operating
here**



Recipe for handling emotions



Acknowledge FEELINGS showing empathy



Ask Questions (x3) to move from FEELINGS to FACTS



Listen and Summarise positions




Signpost to Options



Seek buy in to next steps/s

A close-up, profile view of a woman's face, looking upwards. Her eyes are light-colored and looking towards the upper right. A single tear is visible on her right cheek, running down from the eye. The background is dark and out of focus.

How do we respond?

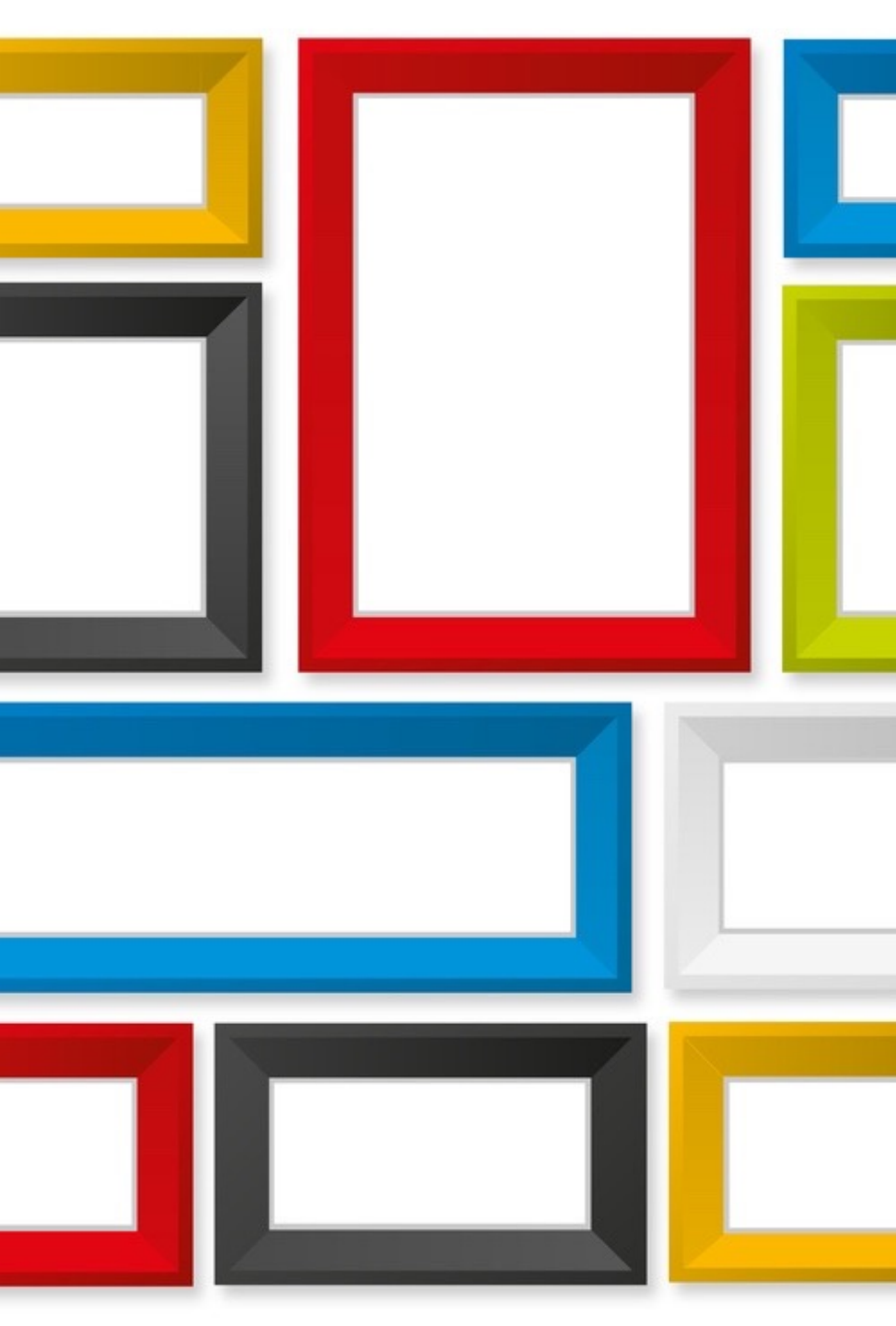
A close-up, profile view of a woman's face, looking upwards. Her eyes are light-colored and looking towards the upper right. A single tear is visible on her right cheek, running down from the inner corner of her eye. The background is dark and out of focus.

It's ok, it just
means this is
important to
you

I have some bad news!

- Be direct
- Be serious
- Don't 'sugarcoat' or 'go round the houses'
- Be empathetic
- Be helpful (what is the next possible positive step?)





Framing your Conversation 'Bad News'

I wanted to let you know that _____

I know you _____

I have _____

And I'm sorry, it is (isn't) _____

So what I wanted to talk about today is how _____



Framing the Conversation 'Conflict'

I wanted to talk to you about _____ because it _____

I know (think) you feel _____

I feel (think) _____

So what I want to achieve is to _____

If we are (aren't) able to do that _____

So.... Shall we...?

Tips for great conversations

1. Concern for the individual
2. Challenge behaviour directly
3. Express desire to help
4. Interrogate 'reality' with Questions
5. Use listening and silence *Let the silence do the heavy lifting (Susan Scott; Fierce Conversations)*
6. Monitor your emotions and theirs...
7. Stay in 'Adult' mode
8. Focus on a good outcome
9. (If needed) have a 'walk-away'
10. Congratulate yourself, regardless of response





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Working with leaders and teams
to be the very best they can be... I...



Quality Conversations

Thank you for today