

*“We Have to Talk”*



*Jennie Queen*



2019 Educational Forum and Trade Show

#PROForum19



# Jennie Queen

Speaker ~ Author ~ Coach

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# *A Legacy in Leadership*

“You can **change & shape**  
your work, team, brand and  
leadership legacy;  
one **interaction, conversation**  
and **person** at a time”

~ *Jennie Queen*



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*The view from here....*



‘Your behavior and actions  
are your greatest modes  
of communication,  
and they must be aligned  
with your words.’

~Jennie Queen





# *Difficult Conversations*

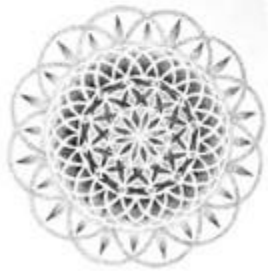


*Perspective Matters*

• *Difficult Conversations*

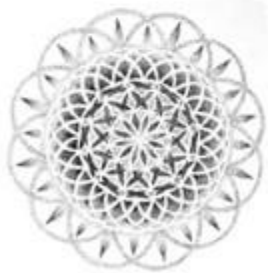
**Concerns about:**

- ❖ **conflict**
- ❖ **uncertain outcome**
- ❖ **impact of relationship**
- ❖ **power dynamic**




# Crucial Conversations

- ❖ Emotions are high
- ❖ Stakes are high
- ❖ Opposing Opinions



# *Crucial Conversations*



Avoidance

Procrastination

Action

# *Crucial Conversations* You Can



Handle it Poorly



Handle it Well

# *Crucial Conversations*

Possible Outcomes



F.A.I.L.

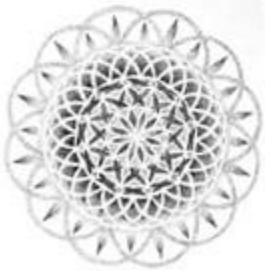


Successful

# F.A.I.L.

## First Attempt in Learning

- Not prepared enough
- Emotions
- Incongruent words, actions  
or body language
- Environment
- Safety & Security



*Crucial  
Conversations*

*Let's Talk*



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Recognition

Preparation

Initiation

Discussion & Conclusion

Next Steps

*Crucial  
Conversations*

*Recognition*



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# Crucial Conversations

## Recognition

❖ what are the signs?



*Crucial  
Conversations*

*Preparation*



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# *Mission Mindset*



Reframe it



Self-Mastery



Start with Heart



Intentions



*Difficult Conversation?*



REFRAME IT



# *Mission Mindset*



# Clarity





*Crucial  
Conversations*

*Discussion &  
Conclusion*



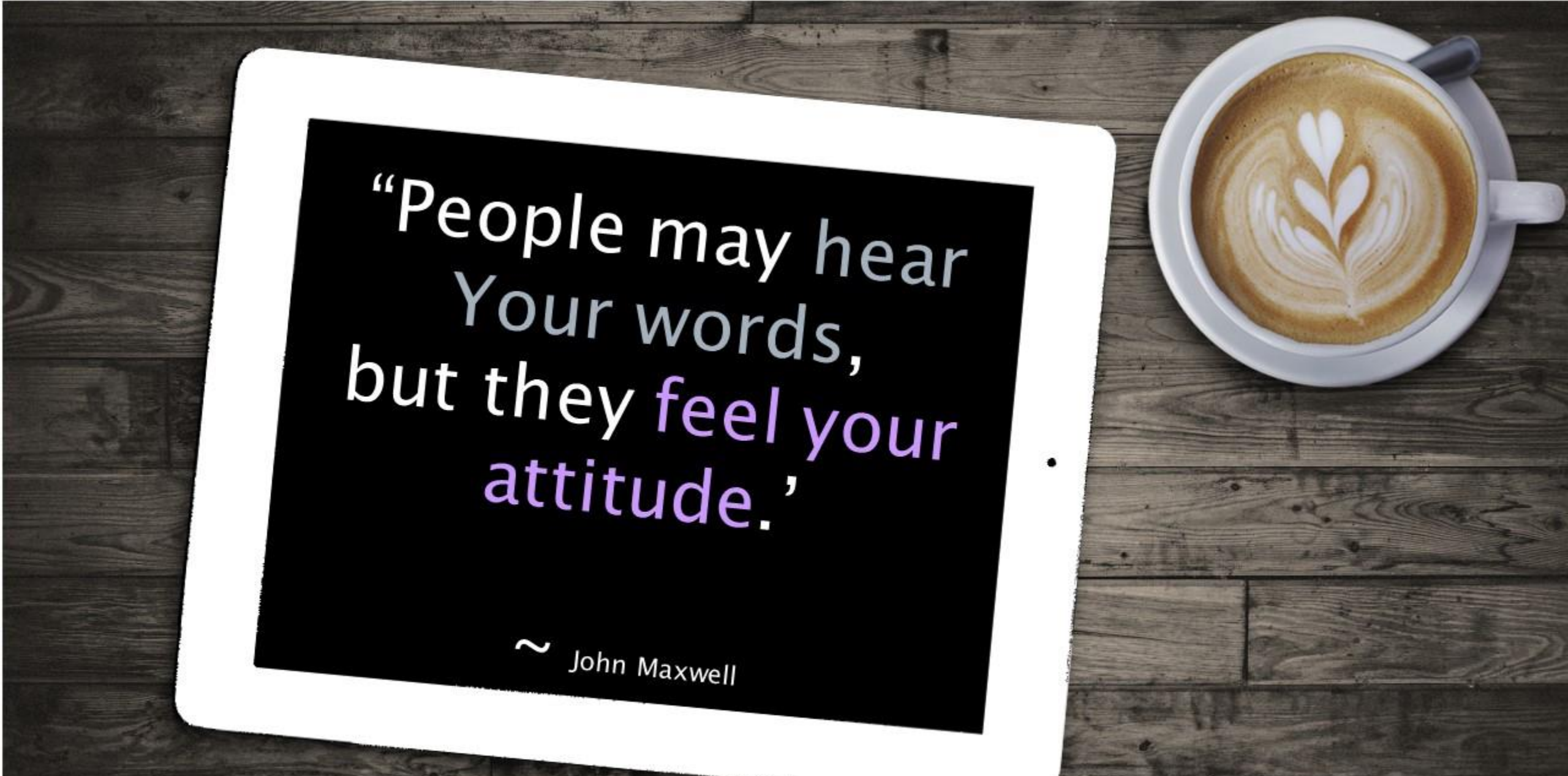
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**C**lear  
**H**onest  
**A**uthentic  
**M**indful  
**P**urpose  
**I**ntegrity  
**O**wnership  
**N**ow

*Communication*





“People may hear  
Your words,  
but they **feel your**  
**attitude.**”

~ John Maxwell

# *Leadership Responsibilities*

Self-Mastery

Safe Space

Observation

Your Path

Explore

Move to Action

Conclusion

# *Let's Talk*

**F**acts

**A**wareness

**C**larity

**E**motion

**T**echnique

**I**ntention

**M**eaningful

**E**nvironment

# *Steps for Success*



- State the Problem
- Listen & Question
- Acknowledge
- Reassess
- Look for Solutions
- Close the Conversation

‘ **Speak** in such a way that  
others love to **listen** to you.  
**Listen** in such a way that  
others love to **speak** to you.’

~ Anonymous

# *Emotions*



Yours



Others



“The single biggest problem in  
communication is the  
*illusion that it has taken place.*”

~George Bernard Shaw

*Crucial  
Conversations*

*Next Steps*



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# *Next Steps*

Document

Reflect

Follow Up

Let it Go

*The view from here....*





# *Resources*



## • Jennie's Favourites Ted Talks: Conversations

Celeste Headlee – 10 ways to have a better conversation

• Joy Baldrige – Difficult Conversations made easy

• Michelle Stowe – Empathy: the heart of difficult conversations

Julian Treasure – How to talk so that people want to listen





*Jennie's Favourites*  
**Brene Brown**

• ....like everything she does  
• ....seriously!

Dare to Lead  
The Power of Vulnerability  
Braving the Wilderness





# *Jennie's Favourites*

## Books & Tools

- Judy Ringer – Difficult Conversations
- Douglas Stone – Difficult Conversations
- Marcia Reynolds – The Discomfort Zone
- Ken Tucker – Intentional Conversations
- Susan Scott – Fierce Conversations







“The art of communication  
Is the  
Language of Leadership”

~ James Humes



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leadership legacy;  
one **interaction, conversation**  
and **person** at a time”

~ *Jennie Queen*

*Thanks for your time today*



*Keep the conversation going*



*Let's keep the conversation going*

*Jennie Queen*

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