



# *Global Summit of Women 2010*

## **Managing Difficult Conversations at Work: A Case in Point**

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# What's at Stake?

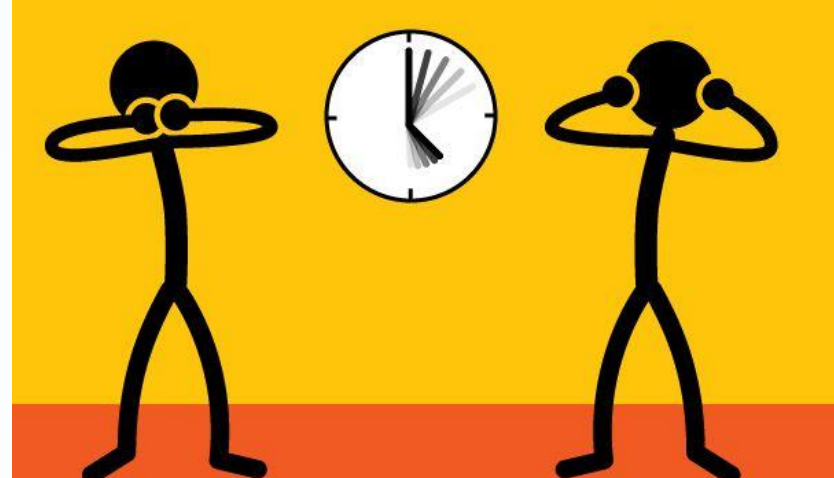


# Which Approach Do You Prefer?



# ENGAGING IN THE DIFFICULT CONVERSATION

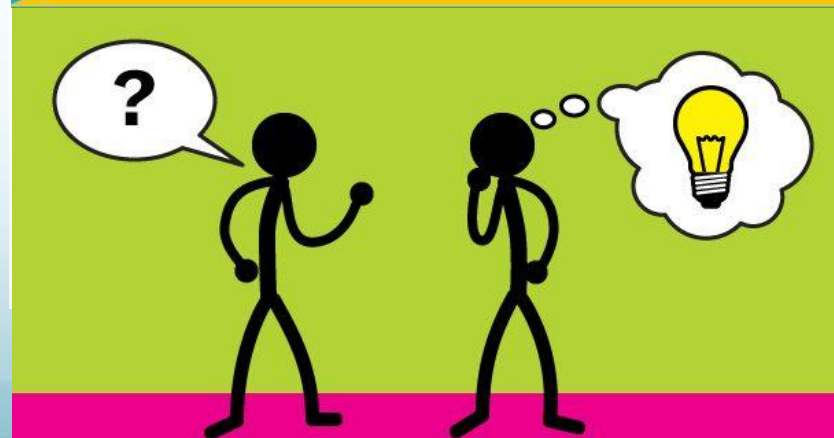
1. “We need to talk...”



2. What is the goal of the conversation?



3. How, when, where to conduct in the difficult conversation?



# Dealing with Difficult Conversations at Work

**INQUIRE**

**ACKNOWLEDGE**

**ADVOCATE**

**RESOLVE**

# Dealing with Difficult Conversations at Work

## Five Stage Process



1. Prepare by defining your desired objective and strategy
2. Rehearse your talking points beforehand
3. Make your case in a constructive manner
4. Promote and defend your position
5. Reach a win-win outcome



# Engage in Difficult Conversations with Confidence



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