Session 7BG, Get Real Leadership: Disruptive Conversations That Work!

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SOA Antitrust Disclaimer
SOA Presentation Disclaimer
THE

GET REAL: LEADERSHIP

EXPERIENCE
WE ARE TWO LIFE-LOVING, HARD-WORKING RISK-TAKING, HIGH-ENERGIZING LEADERS ON A MISSION.

Jenn  Karen
disruptive conversations that work
1st WORD
that comes to mind when you hear the word:

CONFLICT
Small Groups

5 Reasons that people don't like conflict.
Thoughts → Feelings → Actions → Results
MSU

*make stuff up
PLAY VIDEO
discussion...

• How could Phoebe and Ross improve their conversation?
• Identify the sources of resistance that makes the conversation problematic.
• Who makes an effort to be more considerate in this conversation (if anyone)?
• How could Ross share his experience of the conversation with Phoebe?

Video Clip Credits:
Friends. Warner Bros. Season 2, episode 3 - The One Where Heckles Die
share your facts
tell your story
ask for others' path
talk tentatively
encourage testing
the "what" skills

- Share your facts
- Tell your story
- Ask for others' path

the "how" skills

- Talk tentatively (but not wimpy)
- Encourage testing
Ways to Start the Conversation

- I have something I’d like to discuss with you that I think will help us work together more effectively.

- I’d like to talk about ____________ with you, but first I’d like to get your point of view.

- I need your help with what just happened. Do you have a few minutes to talk?

- I need your help with something. Can we talk about it (soon)? If the person says, “Sure, let me get back to you,” follow up with him.

- I think we have different perceptions about ___________________. I’d like to hear your thinking on this.
Ways to Start the Conversation

- I really want to hear your feelings about this and share my perspective as well.

- I’d like to talk about _______________. I think we may have different ideas about how to _______________.

- I’d like to see if we might reach a better understanding about __________.
THANK YOU.
WHAT QUESTIONS DO YOU HAVE?

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