



---

# Courageous Conversations



I enjoy having a  
**difficult conversation.**

*-- No one ever*

# Definition

A ***difficult and courageous conversation*** is one where the subject matter may be contentious or sensitive and may elicit strong, complex emotions that can be hard to predict or control.

And the relationship is either maintained or improved.





# Types of Difficult Conversations

1

Bad news message

2

Conflict – emotion or style based

3

Conflict – fact or ethics based

# First, consider:



## **Purpose/reason**

Why do you need to have the conversation?



## **Outcome/resolution**

What do you hope to achieve?

# The “Broken Window Theory” tells us to address problems early on:

Before  
incidents turn  
into patterns

Before small  
problems  
become large  
problems

Waiting is  
guaranteed to turn  
a molehill into a  
mountain



A person needs to know two things during a difficult conversation:

1 You care about their best interests and goals.

2 You care about them as a person.

**Mutual Purpose + Mutual Respect = Safety**