

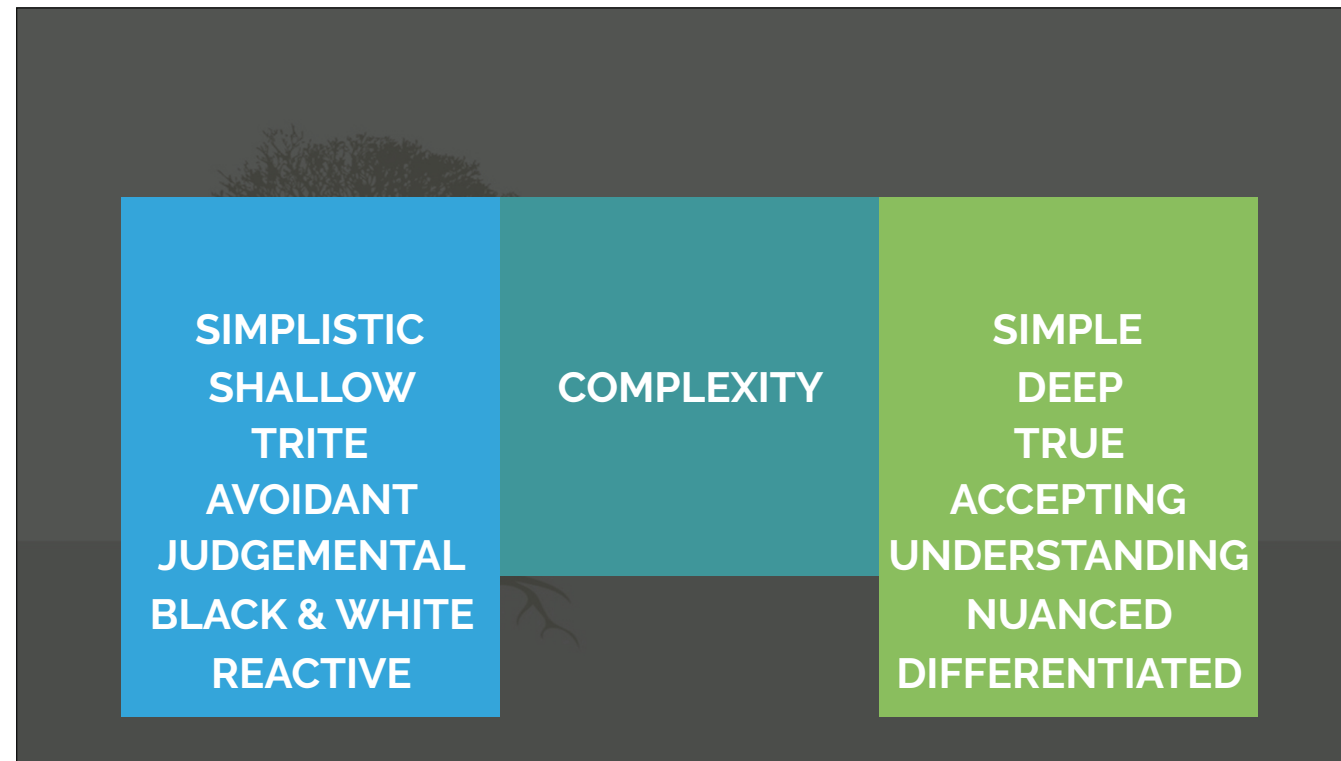


Difficult Conversations

1. Introduce self
 1. family - wife, kids, lived places
 2. work - church planter, directing, revitalization, coaching, writing
 3. self - hobbies and interests, hoped for future
2. Connection to Topic
 1. work in assessments, coaching
 2. personality and culture - direct, intuitive, insightful
 3. current work mandates difficult conversations as a matter of course
3. Why are you here?
 1. Can you give an example?
 2. What strengths do you bring? What's more challenging for you?
4. Role play?



1. Frame our time together this way
 1. Simplistic to Complexity to Simple
 1. Simplistic, Shallow, Trite
 2. Simple, Deep, True



4. Avoidant to Accepting
5. Judgemental to Understanding
6. Black & White to Nuanced
7. Reactive to Differentiated

1. Do the Work
2. Be Kind
3. Ask Questions
4. Manage Yourself
5. How Will You Know?

Do the Work

- Empathy vs Love
- Strong vs Resilient
- Work the Role
- 100% Conversations - Crucial Conversations - Necessary Endings
- Partial Truth make the best lies, condemning and demoralizing, either/or zero sum scenarios
 - “Power is revealed, not in striking hard and often, but in striking true.”

Be Kind

- Positivity Ratio, 3-5 to 1
- Accusation/Humiliation/Threats never works
- Colossians 4:6 Let your conversation be always full of grace, seasoned with salt
- Shift responsibility onto the right shoulders

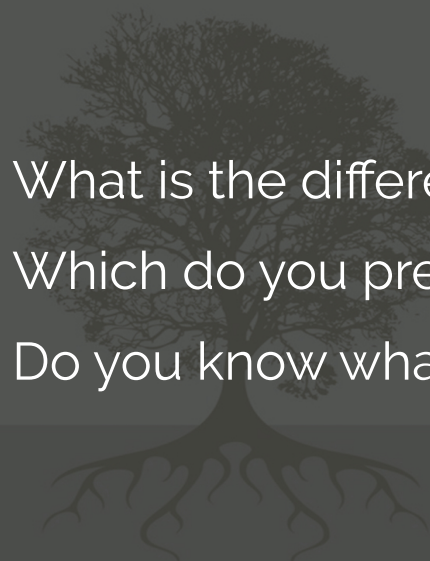
Ask Questions

- leading with questions, not answers - shift ownership, onus for change onto the client
- not create motivation but help to uncover it
- Jesus mostly asked questions

Manage Yourself

- Nature of a Leader's Presence
- Contents of the heart
- Energy
- Agendas and Interests

How will you know?

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1. What is the difference between pain and pain?
 2. Which do you prefer?
 3. Do you know what do you need to do next?