

Women in Astronomy Conference

Challenging Conversations

22 July 2015
Dr Leigh Hodder

DISCLAIMER:

All characters, role plays and events portrayed in the Training program and associated materials contained within the Manual are fictitious and provided only for the purpose of training.

Any resemblance to actual persons, events or places is coincidental.

PROGRAM INTRODUCTION

Welcome

iHR Australia is a leading provider of integrated Human Resources solutions. We specialise in Workplace Investigations, Equal Employment Opportunity, anti-discrimination/bullying, performance management, leadership and recruitment training for managers and employees.

Since 1998 we have worked to assist organisations to create and manage productive, rewarding and lawful workplace cultures.

We deliver highly professional and personalised services to a wide range of organisations including multinationals, government, SMEs and not-for-profit groups.

We provide a range of services in:

- » Human Resource Management
- » Workplace Relations
- » Industrial Relations
- » Workplace Investigations
- » Training

We work collaboratively with our clients as a business partner to provide specialist advice to your existing Human Resources team, or generalist support as your primary Human Resources Management solution.

iHR Australia aims to cultivate skills, knowledge and confidence in our clients through training and coaching. We believe in delivering effective and sustainable solutions.

For more information, please visit our website – www.ihraustralia.com

Your Presenter

Dr Leigh Hodder, PhD MAPS

Leigh is a consulting psychologist with an extensive background in diagnosing and treating workplace conflict. She is a preferred workplace intervention supplier to Queensland Government departments and conducted her Honour's Thesis on the mediation process with the Department of Justice and Attorney-General (Qld).

Leigh is a qualified and experienced Mediator, Victim/Offender Community Conference Convenor and Trainer/Assessor. She has trained over 300 participants in workplace mediation skills. She possesses strong conflict resolution, intervention and presentation skills, coupled with an in-depth knowledge of workplace behaviour.

Leigh has conducted over 700 workplace mediations across a variety of industries. She commenced her mediation practice in 1996.

Leigh's current activities include conducting independent workplace and safety incident investigations, organisational culture development partnering, team dynamics diagnostics, team and individual coaching and mediation for various clients.

Session Objectives

To ensure that participants understand the key principles, processes and skills related to conducting challenging conversations.

At the conclusion of this program participants will be able to:

- » Prepare to have a challenging conversation;
- » Engage effectively and with confidence in a challenging conversation;
- » Resolve the issues pertaining to the challenging conversation.
- » Monitor the outcomes of the challenging conversation.

There are four steps which will increase the likelihood of you being able to achieve a workable outcomes.

Process steps:

1. **P**repare for the conversation.
2. **E**ngage in the conversation.
3. **R**esolve the issue.
4. **M**onitor the resolution.

1. Prepare for the conversation

Preparation is critical to a successful outcome. If you are dealing with a person who has low EQ, you must get to the point as soon as possible. This same applies if you are dealing with a conversation in which the content is challenging. Your preparation should include the following tasks:

Task	Tips
1. The relevant background information is:	<ul style="list-style-type: none"> • Dot point how, when, why and where did the issue start. • What is the issue's current status? • Who are the key stakeholders? • Develop a brief introduction for the conversation.
2. The issue is:	<ul style="list-style-type: none"> • Define the issue in no more than two sentences. • Identify if the issue is a concern, challenge, opportunity or recurring problem that is becoming more troublesome.
3. It is significant because:	<ul style="list-style-type: none"> • Identify what is at stake should the issue remain unresolved. • How does this affect time, money, energy or customers? • What is the future impact if the issue remains unresolved?
4. My ideal outcome is:	<ul style="list-style-type: none"> • What specific results do you want this conversation to achieve? • Would the other person see these as reasonable? • Identify the next best result.
5. Actions I have taken to date are:	<ul style="list-style-type: none"> • Summarise in no more than two sentences what actions you have taken to date. • What options are you considering should this issue remain unresolved? • Compile a file of relevant documentation (e.g., emails).
6. Other considerations are:	<ul style="list-style-type: none"> • Should I make an appointment to see the other person rather than just dropping by their office? • How long will we need to sort this issue out?

	<ul style="list-style-type: none"> • Where would be the best place for us to meet? • Is there anything I need to provide them with so that they can prepare for our conversation? • Is there anything I have learned from previous interactions with this person? • How is this person likely to respond and why do I think this? • What approach should I take? • What is the worst that could happen? • What is the best that could happen?
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2. Engage in the conversation.

- Be prompt to the meeting.
- Use non-threatening body language.
- Thank the person for their time.
- Express your wish that the matter can be resolved within the timeframe agreed on and ask them to hear you out (tell them you will be concise).

3. Resolve the issue.

- Define the issue.
- Outline the background to the issue and present any relevant documentation. Describe your contribution to the issue if any.
- Clarify what is at stake.
- Invite the other person to respond.
- Generate options with the other person and make a note of these.
- Assess the options for feasibility with the other person.
- Agree on the preferred option.
- Develop an action plan to implement the preferred option. The following questions should be useful:
 - What is the overall objective and ideal situation?
 - What is needed in order to get there from here?
 - What actions need to be done?
 - Who will be responsible for each action?
 - How long will each step take and when should it be done?
 - What is the best sequence of actions?
 - What resources are needed and how will we get them?
 - How will we measure results?
 - How will we follow up each step and who will do it?

- What are the make/break vital steps and how can we ensure that they succeed?
- What could go wrong and how will we get around it?
- Who else will this plan effect and how will it affect them?
- Discuss how the implementation will be monitored by both of you.
- Make another time to meet if needed.

4. Monitor the resolution

- Make notes about how the issue is going and whether you feel that the preferred option is working.
- If the issue is not resolving, make another time to meet and talk this through.
- Go back to your list of generated options from your first meeting and see if any of these might work or tweak the existing option together.
- If the issue is resolving, let the other person know and thank them for their efforts.