



Difficult  
Conversations™

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# Difficult Conversations™

The choice to step into a difficult conversation relies on the presence of two drivers: 1) you want a constructive outcome on the

issue, and/or 2) you care enough about the relationship. In a difficult situation, when one or both of these drivers is present, this is the recommended process.

Typically, paralysis trumps action. The outcome and/or the relationship may be deeply important, but the leaders involved lack tools and confidence. The difficult situation continues to build, becoming both magnified and destructive. Individual and enterprise results suffer. Eventually, someone leaves (or gets moved or promoted).

The ability to have a significant, constructive conversation in a difficult situation is a leadership skill

that can be learned. To be courageous, timely, and effective in difficult conversations is to powerfully shift the culture and results of any enterprise.



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