

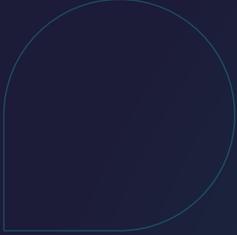


CRITICAL
CONVERSATIONS
IN THE AI ERA:
LEADING
THROUGH
COMPLEXITY



GETTING THE MOST FROM THIS WEBINAR

- 1 Close down any distractions on your laptop
- 2 There will be interactive elements through the chat box
- 3 If you have questions drop them in the chat box
- 4 There is a Q&A section at the end
- 5 The session will be recorded and shared after
- 6 You'll have access to the slide and the frameworks introduced today



WHAT TO EXPECT

BY THE END OF THIS SESSION,
YOU'LL BE ABLE TO...

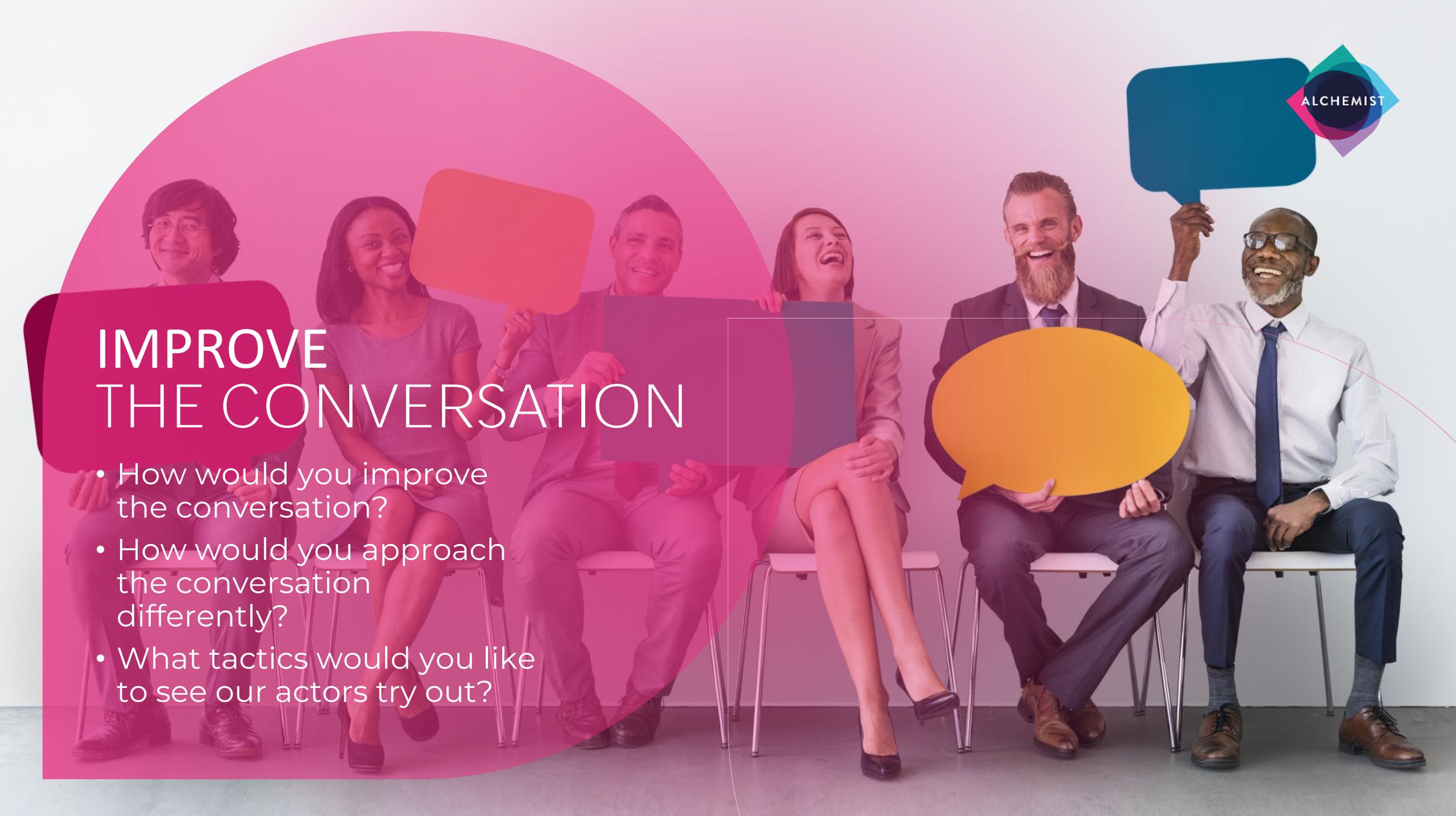
- Identify and consider a range of potentially difficult conversations and ways to navigate them
- Recognise the importance and benefits of dealing with challenging conversations in a confident, positive, and professional way
- Follow a 5-step process for handling difficult conversations or situations
- Confidently manage conflict within your teams



ACTOR SCENE & DISCUSSION

- What are your reactions to this conversation?
- What went well and what didn't?
- What red flags did you identify?

Let us know your thoughts in the chat box on the right.

A group of six diverse professionals (three men and three women) are sitting on a row of white chairs against a plain white background. They are all smiling and looking towards the camera. Each person is holding a large, colorful speech bubble. From left to right: a man holds a dark red bubble, a woman holds a light orange bubble, a man holds a dark blue bubble, a woman holds a light blue bubble, a man with a beard holds a yellow bubble, and a man with glasses holds a dark blue bubble. A large, semi-transparent pink circle is overlaid on the left side of the image, containing the title and list. A thin red line extends from the right side of the image towards the center.

IMPROVE THE CONVERSATION

- How would you improve the conversation?
- How would you approach the conversation differently?
- What tactics would you like to see our actors try out?

DIFFICULT
CONVERSATIONS AND
SITUATIONS ARE
INEVITABLE.

In all organisations individuals compete for resources, for attention, for influence. There are differences of opinion as to the priorities and objectives to be attained; clashes of values and beliefs occur frequently.

KAKABADSE, 1987

ALCHEMIST

WHAT IS A DIFFICULT CONVERSATION OR SITUATION?

OPINIONS
VARY

EMOTION
ARE STRONG

STAKES
ARE HIGH



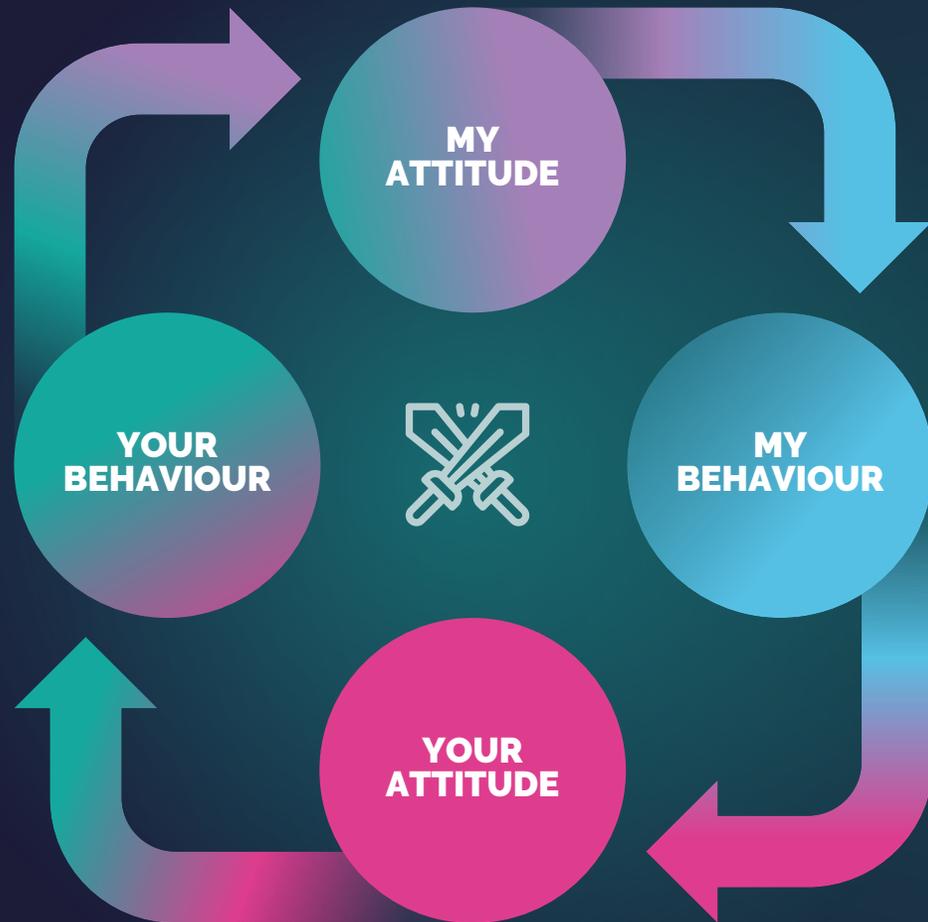
POLL

HOW DO YOU FEEL
ABOUT NAVIGATING
CONFLICT?

 CONFIDENT

 NEUTRAL

 RELUCTANT



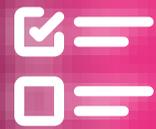
THE CONFLICT CYCLE



CRITICAL CONVERSATION MODEL

LEARNING TRANSFORMED





PREPARE

YOUR ATTITUDE AND APPROACH

- Avoid being part of the problem!
- Consider your purpose: Honourable? Supportive?
- Explore your emotions: Am I in control? How positive is my attitude?
- Check your values: Personal and company
- Consider the viewpoint of the other party: Their perception? Their fears?



Seek first to understand,
then to be understood.
This principle is the key to
effective interpersonal
communication.

STEPHEN COVEY



CLARIFY

VIEWS, NEEDS, RIGHTS, AND WISHES

- Seek out information about the other party's views, challenge your assumptions:
 - What do they really think?
 - How do they feel?
 - What are the key issues for them?
- Then give information about your own views, needs, rights and wishes:
 - 'As I see it...because...'
 - 'My experience is...'
 - 'I need to be more confident about...before...'



Every conflict we face in life is rich with positive and negative potential. *It can be a source of inspiration, enlightenment, learning, transformation, and growth or rage, fear, shame, entrapment, and resistance.* The choice is not up to our opponents, but to us, and our willingness to face and work through them.

KENNETH CLOKE & JOAN GOLDSMITH





ACKNOWLEDGE

IEWS, NEEDS, RIGHTS, AND WISHES

- Acknowledge the other party's viewpoint (empathise)
- State the things you agree and disagree with (while continuing to acknowledge)
- Where appropriate, flex your opinion in light of the new information
- Check their acceptance of your viewpoint (return to clarify if not accepted)



GENERATE CREATIVE SOLUTIONS

- Ask for suggestions/ideas
- Think of reasons why ideas could work before reasons why they wouldn't
- Encourage the other party to think to identify the flaws for themselves
- Evaluate suggestions before discarding
- Offer suggestions and ideas
- Strike a bargain/reciprocate



RESOLVE

AGREE A SOLUTION AND TAKE ACTION

- Aim to achieve a WIN-WIN solution
- Agree who will do what and when
- Reciprocate where possible



CRITICAL CONVERSATION MODEL

LEARNING TRANSFORMED





POLL

WHERE DO YOU
EXPERIENCE THE BIGGEST
GAPS IN YOUR TEAM?

- **PREPARE**
- **CLARIFY**
- **ACKNOWLEDGE**
- **GENERATE**
- **RESOLVE**



ACTOR SCENE



WE EXPLORED



The type of difficult conversations/situations you encounter and what makes them so challenging



Recognising the importance and benefits of dealing with difficult or negative situations in a confident, positive, and professional way



A five-step process for handling difficult conversations or situations



ENGAGING, EXPLORING &
EXPERIMENTING WITH
CAPABILITIES WE THINK WE
ALREADY KNOW.

AND...

...DOING IT, WITHOUT
WAITING FOR THE
CIRCUMSTANCES TO BE
PERFECT



ALCHEMIST LEARNING TRANSFORMED

MIDDLE MANAGER DEVELOPMENT PROGRAMME

A multi-model learning journey to equip middle managers with the tools and confidence to **own how they lead and learn**

Original thinking from primary research Diagnostic, Peer Connection and Coaching Calls Habits and systems that overcome blockers to applying learning



HOW WE PARTNER.

ALCHEMIST CAPABILITIES AND MODALITIES



CONSULTING.

Our Learning Method ensures our design links client needs to defined learning objectives and evaluates impact and results



Begin with the end in mind



Untangle your learning ecosystem



Learning journey design



Behavioural framework design

EXPERIENTIAL.

Engaging formats to keep learners actively involved



Inspiring engagement and launch events



In-person & Virtual Sessions



Skills-based practice with actors



Collaboration & Engagement Tools

SIMULATION.

Hands on experiences that build confidence and capability by 'doing'



Conversational AI



Immersive Simulations



Gamification

DIGITAL.

Scalable and accessible content that fits into the flow of work



Learning journey app



Diagnostics (180 skills checker and 360)



Coaching platform



E-learning / Micro-learning

COACHING.

1:1 or group coaching to personalise the journey and support accountability



1-1 Coaching



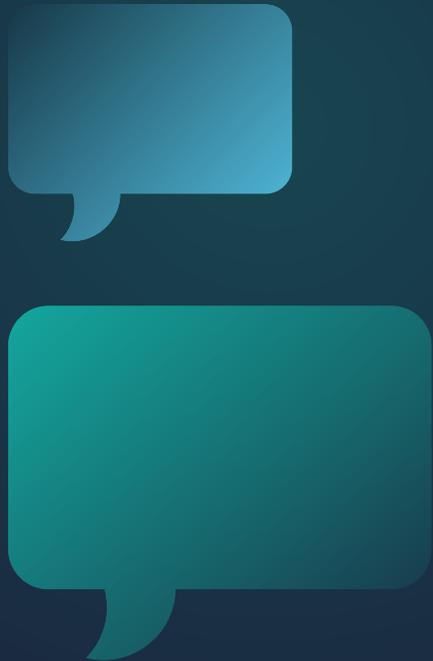
Group coaching



Facilitated peer sessions



YOUR FEEDBACK FROM TODAY'S WEBINAR



THANK YOU
FOR JOINING



LEARNING TRANSFORMED

THISISALCHEMIST.COM