#### **LEADING CONVERSATIONS THAT MATTER**

with Dr Katy McDevitt, Founder + Coach Comma Leadership







Hello, I'm Katy.

I'm a leadership coach + facilitator.

I help leaders make space to think, choose, and act, through insightful conversations.

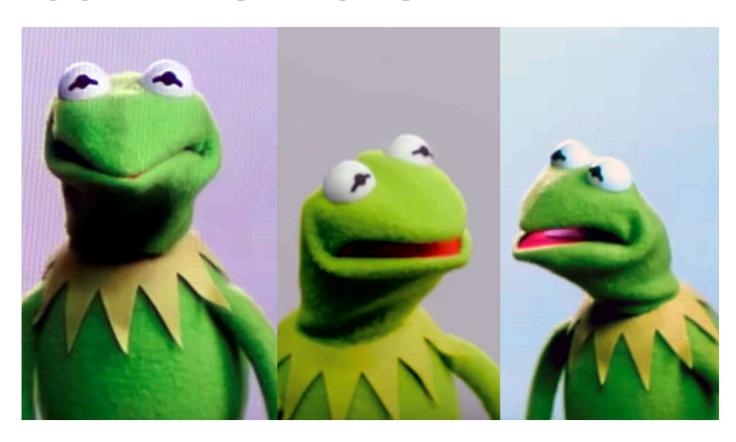








# **CHALLENGING CONVERSATIONS = CONVERSATIONS THAT MATTER**



#### TODAY'S SESSION

- 1. WHAT CONVERSATION MATTERS?
- 2. MINDSET PRACTICE
- 3. SKILLSET PRACTICE

# WHAT'S A CONVERSATION THAT MATTERS TO YOU?

One that's coming up, or one from the recent past.

Let's explore:

The situation The behaviour The impact

#### IS IT THE RIGHT CONVERSATION FOR TODAY?

Making progress is important to you (a 4 or 5 / 5)

The situation implicates you (you're part of the picture)

It hasn't been solved yet / has resisted attempts

You believe or hope that progress can be made



#### POTENTIAL BLOCKERS



Aversion to conflict

Lack of confidence or self-belief

Own / other's emotions

Biases + assumptions

Time + resource constraints

Organisational culture / norms

Skills or knowledge gaps

Partner or provider relationship dynamics

What do you think of as the 'big blockers' in your context?

#### MINDSET FOR CONVERSATIONS THAT MATTER

# MINDSET Dialogue

Dialogue isn't between 2 people... it's in 2 directions: dia – logos.

Just 5 to 10% of people have no inner voice at all. The rest of us handle stimulus/prompts via inner dialogue.

Helps with: language development, information processing, and memory retention – verbal memory.

### MINDSET WHEN WE OVERPLAY 'HELPFUL HABITS'









### MINDSET CREATING SPACE TO RESPOND, NOT REACT

"Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom."

Viktor E Frankl



### MINDSET CREATING SPACE TO RESPOND, NOT REACT



### **R-DNA**



**R** = Recognise

**D** = Discern

N = Name

A = Act (or bracket)



# MINDSET NAMING + TAMING (NOT SO) HELPFUL HABITS

Please meet <What's their name? Make it memorable!>

They want to help me with / They want to help me to...

<What's the well-intended reason they're there?>

The unintended cost this incurs is...

<What's the cost / tradeoff of listening to the habit?>

# MINDSET NAMING + TAMING (NOT SO) HELPFUL HABITS

Thank you <your habit's name>,

for wanting to help me with / to <the well-intended reason they're there>.

Instead, I'd like to try <your better idea>.



# SKILLSET FOR CONVERSATIONS THAT MATTER

### SKILLSET RADICAL CANDOR



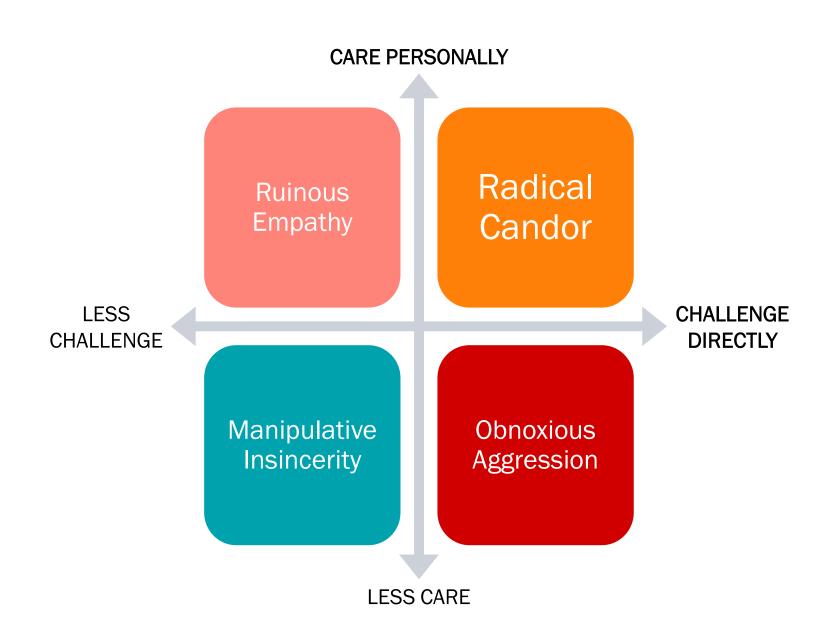












### SKILLSET BALANCING CARE + CHALLENGE

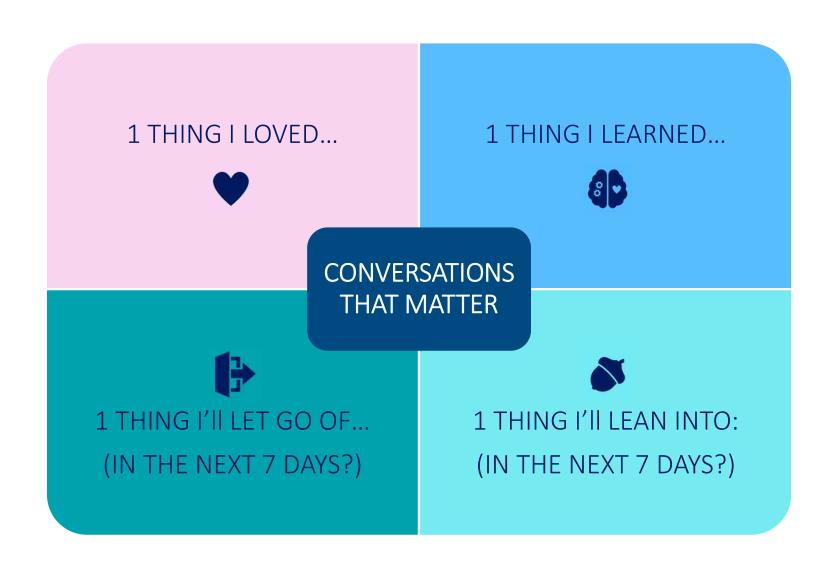
#### Care: Showing you 'see' the other person. An acknowledgement.

>> I can see that you are putting effort into establishing that relationship... I know you're having to make calls about this...

#### Challenge: A request or prompt that moves towards action.

- >> Open/Coaching style: What could you do to... How might you...
- >> Closed/Directive style: If you don't... You need to...

#### ACTION STEP FOR CONVERSATIONS THAT MATTER



#### **CONVERSATIONS THAT MATTER**



#### THANK YOU!



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