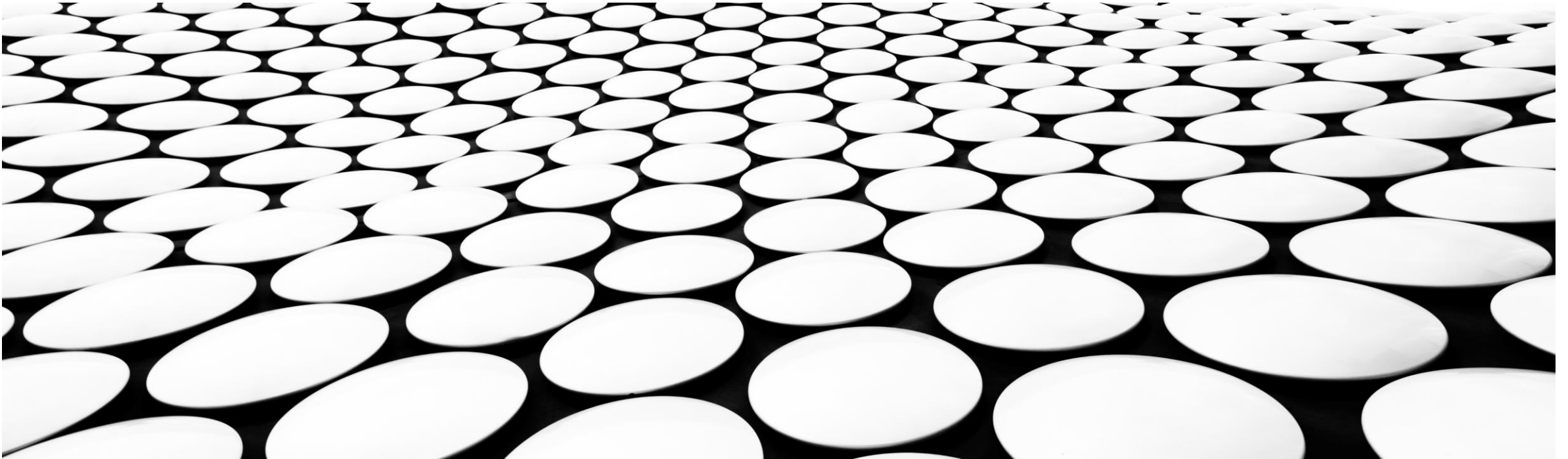


---

# NAVIGATING THROUGH DIFFICULT CONVERSATIONS

PRESENTATION BY: MIMI TRAN, MSHRM, PHR, SHRM-CP



---

## BIOGRAPHY

Mimi Tran is the Director of Human Resources and Risk Management for the City of St. Cloud, one of the fastest growing cities in Central Florida.

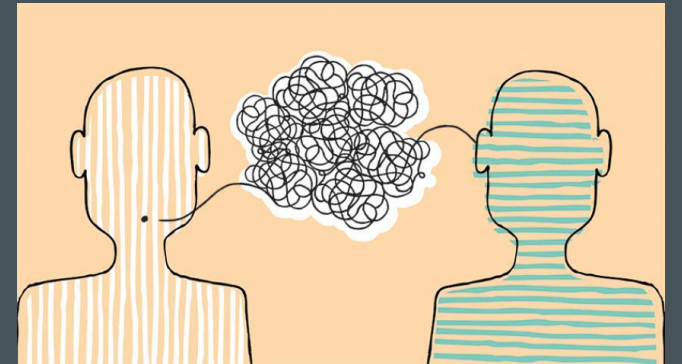


With over 12 years of experience in the public sector, Mimi has a passion for serving others and making a difference. In her spare time, Mimi serves as the Director of Workforce Readiness for HR Tampa, which is a Florida Chapter for the national Society of Human Resources Management (SHRM). She enjoys helping job seekers find opportunities by assisting them with mock interviews, resume reviews, and sharing resources that may help increase their skills and marketability.

As a John Maxwell Trainer and servant leader, Mimi enjoys learning from others and being a resource when an opportunity comes up. If you have a need for any guidance, don't hesitate to reach out.

# OBJECTIVES

- Recognizing the need for a difficult conversation
- Identifying the different types of conversations
- Techniques to keep calm and to focus on the topic
- Building relationships that embrace open conversations



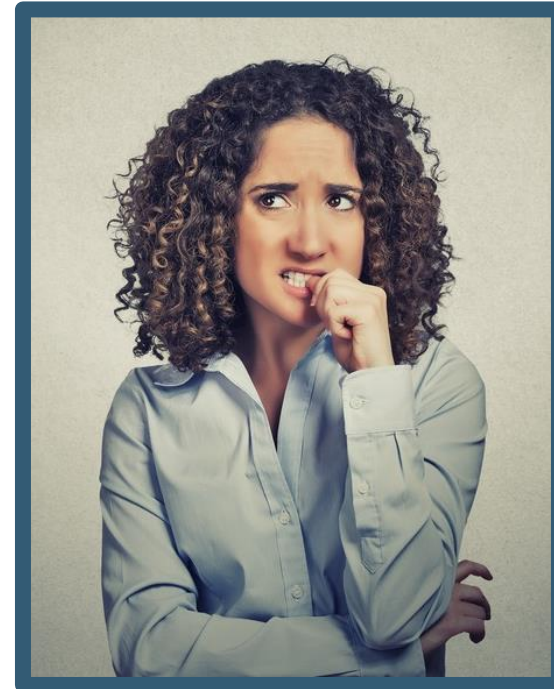
## POLL QUESTION - 1



---

## WHY DO WE AVOID DIFFICULT CONVERSATIONS?

- Fear of retaliation
- Fear of failure
- Fear of negative reactions
- It's uncomfortable



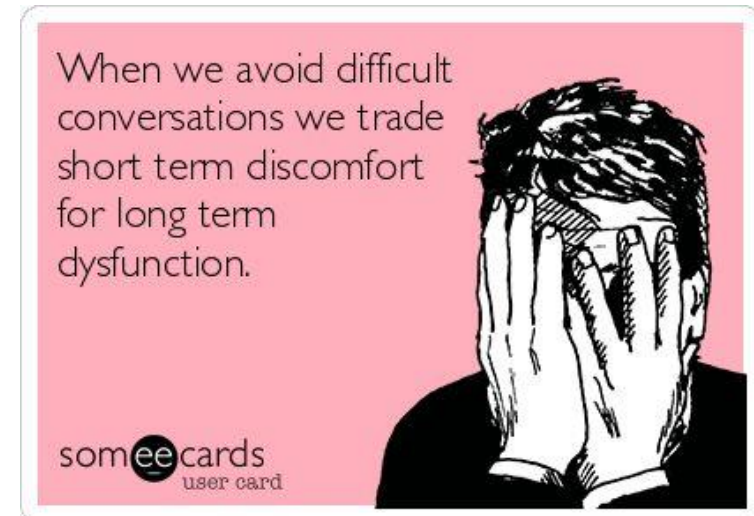
---

## POLL QUESTION - 2



# COST OF AVOIDING DIFFICULT CONVERSATIONS

- Emotional Roller Coaster/Energy
- Missed Opportunities
- Loss of a Relationship/Reputation
- Loss of an Employee = Loss of Revenue
- Ineffectiveness/Waste of time



Have the “talk” before it’s too late!

## POLL QUESTION - 3





---

## BE THE LION – HAVE COURAGE

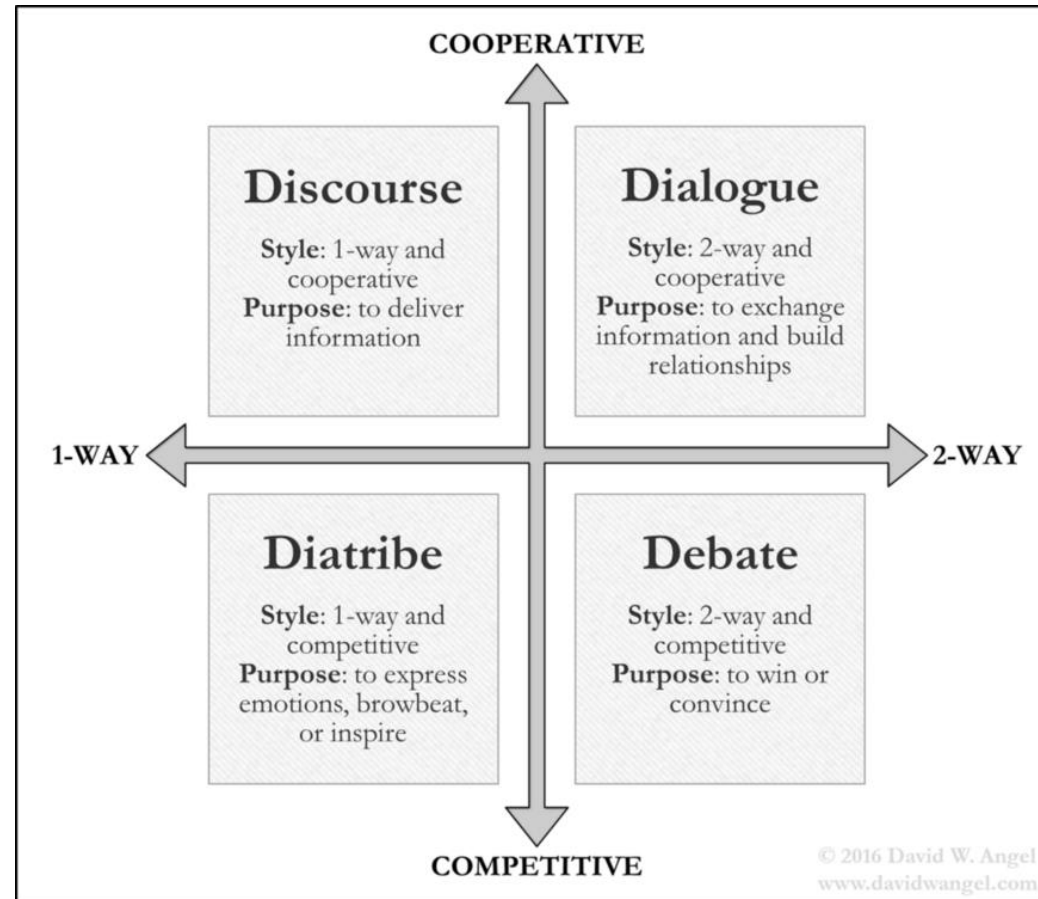


# TOUGH CONVERSATIONS

- Preparation for the Conversation
  - Define a Goal/Resolution
  - Know your talking points
  - Practice, Practice and Practice.



# IDENTIFYING THE TYPES OF CONVERSATIONS



---

## THE CONVERSATION

- Acknowledge emotions and be accountable
- Discuss your points
- Inquire
- Listen and Validate
- Problem Solve
- Don't allow your emotions to get hijacked



## POLL QUESTION - 4

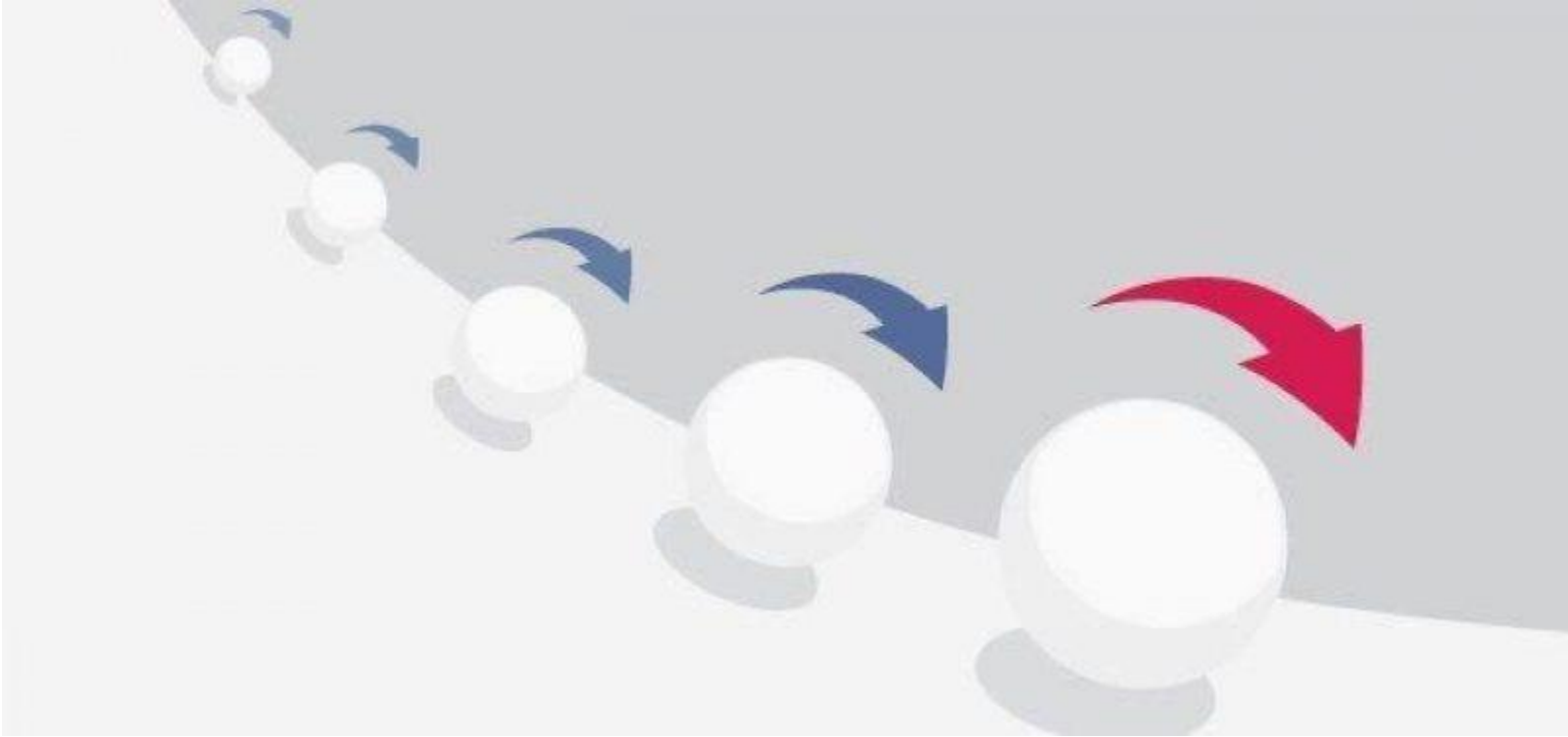


---

# CRUCIAL CONVERSATIONS

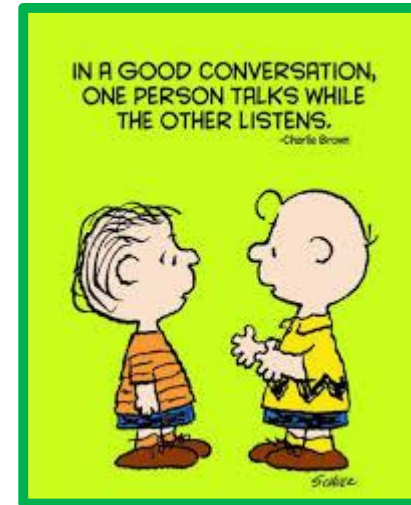


**WHAT HAPPENED?**



# THE SUCCESSFUL CONVERSATION

- The intended message is delivered
- Be flexible and adaptable



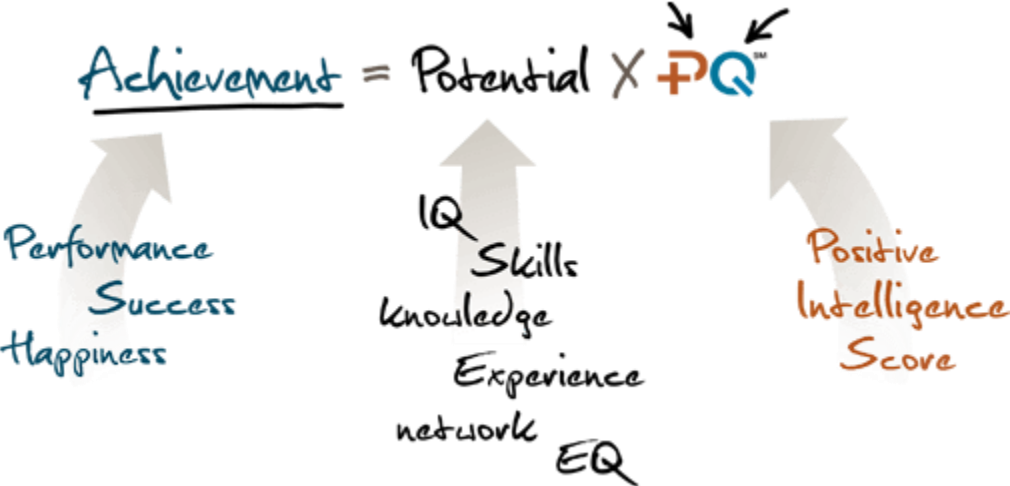


## POLL QUESTION - 5



# POSITIVE INTELLIGENCE (PQ)

- What is PQ?



# SABOTEURS

 <p>CONTROLLER</p>	 <p>HYPER-ACHIEVER</p>	 <p>RESTLESS</p>
 <p>STICKLER</p>	 <p>PLEASER</p>	 <p>HYPER-VIGILANT</p>
 <p>AVOIDER</p>	 <p>VICTIM</p>	 <p>HYPER-RATIONAL</p>



Judge

# SAGE



# GOOD HABITS TO START

- Breathe
- Pause
- Increase your PQ – Let's practice



---

# BUILDING RELATIONSHIPS

## Self - Awareness

- Finance personnel personality – Myers Briggs (ISTJ/ESTJ)



---

## THE 4 CONVERSATIONS

- Initiative - Start
- Understanding - Engage
- Performance – Ask + Promise = Agreements
- Closure = Completion



## POLL QUESTION - 6





---

## CONCLUSION

- The cost of silence
- Get rid of emotions and egos – Have courage
- Words matter
- What type of conversation do you want to have?
- You don't know what you don't know
- Breathe – Find a technique that works for you
- Build relationships





## QUESTIONS?

Mimi Tran

[mimitranhr@gmail.com](mailto:mimitranhr@gmail.com)

<https://www.linkedin.com/in/mimitranhr/>

727-776-7288



# RESOURCES

- <https://www.16personalities.com/>
- <https://www.TheSystemsthinker.com>
- <https://www.positiveintelligence.com/>
- VitalSmarts: Crucial Conversations
- <https://www.youtube.com/watch?v=uc3ARpccRwQ&t=769s>
- Four types of conversations by: Adam Kahane and Otto Scharmer