

# Have the Hard Conversations!

Prepare using the models below & then have the conversation!

## The Thought Model

First, get in the right mindset.

*Choose the thoughts about Having the Hard Conversation that will lead to your desired results.*

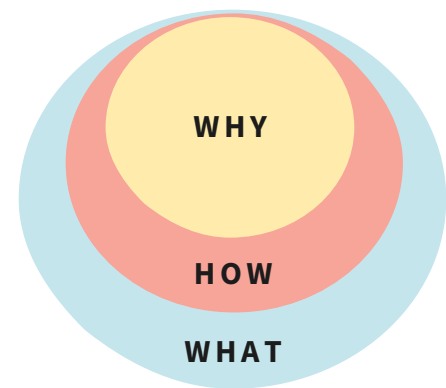


*\*The Thought Model is derived from Cognitive Behavioral Psychology*

## The Golden Circle

Get clear on what you want to say & WHY.

*Why is having this conversation important to you? What **behavior change** do you want to see as a result of having this hard conversation? Let the answer guide **what** you say & **how** you say it.*



*\*The Golden Circle comes from Simon Sinek*

## Have the Hard Conversations: The Perk Method

1. Shift your Mindset: Radical Candor
2. Start with your WHY
3. Focus on "I" statements
4. Be Solution-Focused
5. Make it a Conversation: Get Curious & Listen

# Receive Hard Conversations!

**Remember to Shift your Mindset:** Feedback is like being gifted an exercise bike. You have to receive it & *put in the work* to achieve results.

## Receive Hard Conversations: The Perk Method

1. Assume Positive Intent, Always
2. Give them Grace
3. Listen & Get Curious
4. Show Gratitude & Take a Beat
5. Timebox your Feelings

