

A TOOLKIT FOR PROFESSIONALS

MINDFULNESS AT WORK

Difficult Conversations at Work

WITH LEADERSHIP COMES CHALLENGE

Avoiding difficult conversations in the office is not only impossible but detrimental to individual and organizational health.

Offering criticism, disciplining staff, or letting someone go is never easy. When challenging conversations are on your to-do list, mindfulness can help.

EXCHANGING SELF FOR OTHERS:

4 questions to ask before a difficult conversation

- 1 What might this person be worried about?
- 2 What assumptions are likely to be present here?
- 3 How do our respective roles influence the balance of discussion?
- 4 When have I been on the other side of this conversation, and what did that feel like?



MINDFUL ADVISE FOR DIFFICULT CONVERSATIONS

- ▶ Set an intention
- ▶ Remain grounded and embodied
- ▶ Uncover the needs of both parties
- ▶ Notice assumptions and judgements
- ▶ Be mindful of your own boundaries and limitations
- ▶ Accept the nature of emotions
- ▶ Allow for periods of silence

"A person's success on life can usually be measured by the number of uncomfortable conversations he or she is willing to have" – Tim Ferris