

Courageous conversations



What are Courageous conversations?

There are some conversations in the every day that require some courage. It might be receiving or giving feedback, telling the truth about what you see or asking for something that you need.

At Here we focus on getting more skilled at having difficult conversations because it makes us more able to share information and ideas and to do great work together.

Seeing it in action

You can find colleagues in the Enabling Team, Circus and L&D who do this well

Contact them to arrange a chat

Training in the practice

You can access introductory and refresher training.

Contact the Circus team to discuss training

Learning resources

This document and related worksheets offer an introduction and learning reference for 'Courageous conversations' practices.

See overleaf to read more

How we do things 'round Here

At Here we have some key practices and ways of working that support us to realise our purpose to create more possibilities for care in every moment.

They are a set of practices for developing our work together, sharing information, supporting ourselves and others and making good decisions.

They are the gathered experience and expertise from across the organisation and are practical resources and training for:

- Recruiting
- Onboarding
- One to ones
- Meetings
- Courageous conversations
- Making good decisions and acting wisely
- Creating impact together

Speak to the Circus team to find out more

How we have Courageous conversations at Here

At Here we can develop our skills in turning what feels like a difficult conversation into an opportunity for learning and growth.



Think about your purpose & intention

Shift instead from message delivery stance to a learning stance

What is your intention?

- Creating an opportunity for learning
- expressing your feelings
- or solving a problem

These are all useful intentions



Develop trust and safety

The learning zone is a balance of psychological safety and accountability.

Consider the time and place that will support safety for you both.

Share specific appreciative feedback as often as you can to give your relationships a grounding in trust



Listen to help others think and speak

Begin by asking quality open questions.

Find out their view of what happened, their feelings about it and how it impacts on their sense of who they are.

Be aware of triggers that make listening difficult.



Speak to help others listen

Speak for yourself with clarity.

Describe the facts, how you felt and how you think it could be different.

Confirm aspects you've heard that you agree with.

Fill in the parts that are missing

Having Courageous Conversations where you are

These hints and tips can help you make Courageous Conversations work for you in the situations you encounter.



Slow Down

The sweet spot is taking an issue with all the associated feelings, being fully present with it and slowing it down.

Anything can be addressed if we slow it down to digestible pace.



Ask for help

Get help from a colleague who's not involved and who can help you get your intention, needs really clear before you have the conversation.

In the conversation enlist the other person's support for helping you to learn and understand or solve the problem.



Adjust position

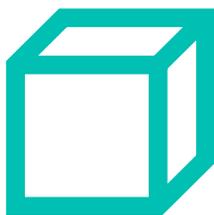
Move from certainty to curiosity and from I'm right and you're wrong to understanding different perspectives.



Acknowledge your feelings

Acknowledge your feelings as they are often at the heart of a difficult conversation.

We are all learning how we can enrich our working life and relationships by responsibly sharing how we feel.



Beware the blocks

Beware the triggers that block listening:

- The truth trigger
- The relationship trigger
- The identity trigger

**"Love is like wildflowers;
it's often found in the
most unlikely places"**
- Martin Luther King, Jr.