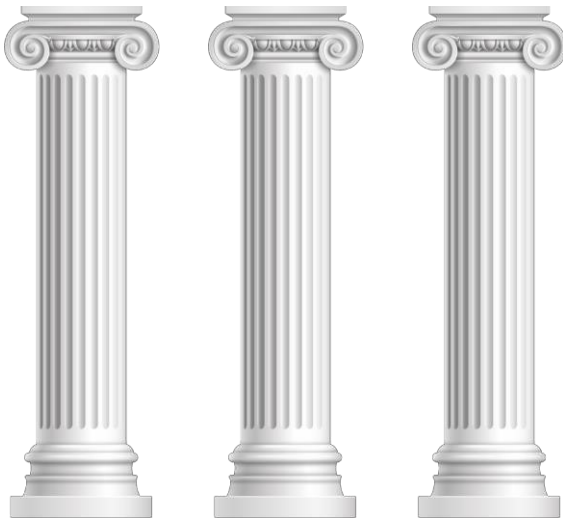


Business & Management



Managing difficult conversations and situations

3 JULY 2019

The webinar will begin shortly...

Business & Management

60 minute webinar: Managing difficult conversations



Richard Jenkins

MANAGING DIFFICULT CONVERSATIONS & SITUATIONS

Richard Jenkins

PROVIDING LIFELONG SUPPORT TO PAST AND PRESENT ICAEW MEMBERS AND THEIR FAMILIES

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THE CABA JOURNEY



'I'm so grateful for all of the support that CABA has given, and continues to give to me. I would recommend them to anyone feeling that they could do with career or personal support.'

Freya

'This experience completely opened my eyes to the support available to people in this profession. CABA is there for everyone, not just those in desperate need.'

James

IN THIS WEBINAR WE WILL DISCUSS...

- What a difficult conversation is
- Tips for managing the conversation
- Assertiveness
- Conflict resolution techniques and how to defuse difficult situations

WHAT IS A DIFFICULT CONVERSATION?

...one whose primary subject matter is potentially contentious and/or sensitive and may elicit strong, complex emotions that can be hard to predict or control.

The Chartered Management Institute 2018

In the UK, the top three hardest conversations we face in our lives are all work-related.



PAY

33%



COLLEAGUES'
INAPPROPRIATE
BEHAVIOUR

31%



FEEDBACK ON POOR
PERFORMANCE

30%

Research conducted by The Chartered Management Institute 2018

TIPS FOR MANAGING THAT DIFFICULT CONVERSATION...

- Plan
- Be prepared
- Curious vs Furious
- Listen
- Be professional



BE ASSERTIVE

Being assertive means that you express yourself effectively and stand up for your point of view, whilst also respecting the rights and beliefs of others.

ASSERTIVE TECHNIQUES

- The Assertiveness Drill – “I need your help...”
- The Broken Record
- Workable compromise



DEFUSING DIFFICULT SITUATIONS

Non-Verbal Behaviour to help defuse situations

- Be aware of your own body language and present a non-threatening, open stance.
- Keep good eye contact but ensure this does not appear confrontational.
- Move slowly and steadily. Try to keep physical movements calm.
- Respect personal space
- It's okay to walk away if you feel threatened

4 STEPS TO CONFLICT RESOLUTION

1. Introduction – set the right tone
2. State what the issues are and give evidence
3. Ask for an explanation
4. Agree a way forward
5. battles

REMEMBER

- Make reaching a resolution the priority rather than winning or "being right."
- Pick your battles
- Be willing to forgive.
- Know when to let something go

SOMETIMES THINGS CANNOT BE RESOLVED AMICABLY OR SATISFACTORILY, KNOW THAT YOU HAVE DONE YOUR BEST

The serenity prayer

- Grant me the serenity to accept the things I cannot change, the courage to change the things I can, and the wisdom to know the difference.

Reinhold Niebuhr (1892–1971).

YOUR JOURNEY WITH CABA

If you are an ICAEW member, ACA student or immediate family member of them you can:

- Book a free course at **caba.org.uk/training**
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Free 60 minute webinars – 10.00am

New skills for accountants – an introduction to data science
8 July

What does your gender pay gap tell you?
11 September

Conflict resolution
9 October

Why you need more than technical skills to achieve business success, and what really makes the difference
21 October

Practical Excel tips
2 December

Free 20 minute webinars – 12.30pm

Marketing for finance – Top tips and shortcuts
10 July

Five key questions all boards should ask about fraud
16 October

Top tips on powerful presentations
6 November

Free 10 minute webinar – 12.30pm

Networking for serious thinkers
11 November

Free event – 6.30pm

Game of Zones – Managing virtual teams
19 September

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THANK YOU FOR ATTENDING

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