

Mastering Tough Conversations:
Communicating For Influence and Results

WINNING WELL









**What is your
tough conversation**

**WINNING
WELL**



DITCH THE DIAPER DRAMA

**Speak the truth,
don't sandwich the stink.**

www.WinningWellBook.com



LET'S GROW **LEADERS**

If you can't smell it,

You can't solve it!

#1 Strategy for Tough Conversations

1



Avoid ^{the Need for} Them





”

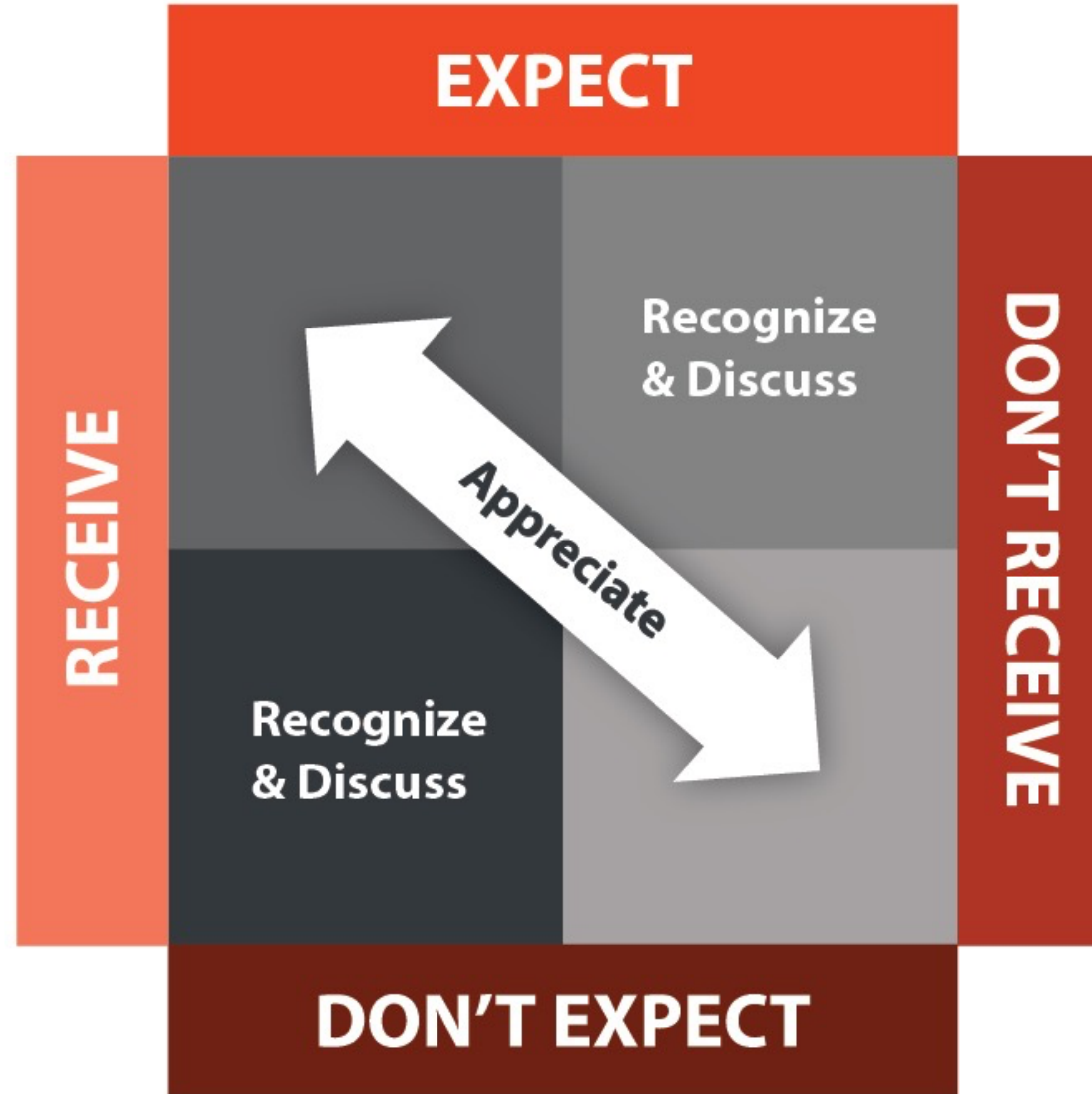


What does
success look like?



Toolbo

X

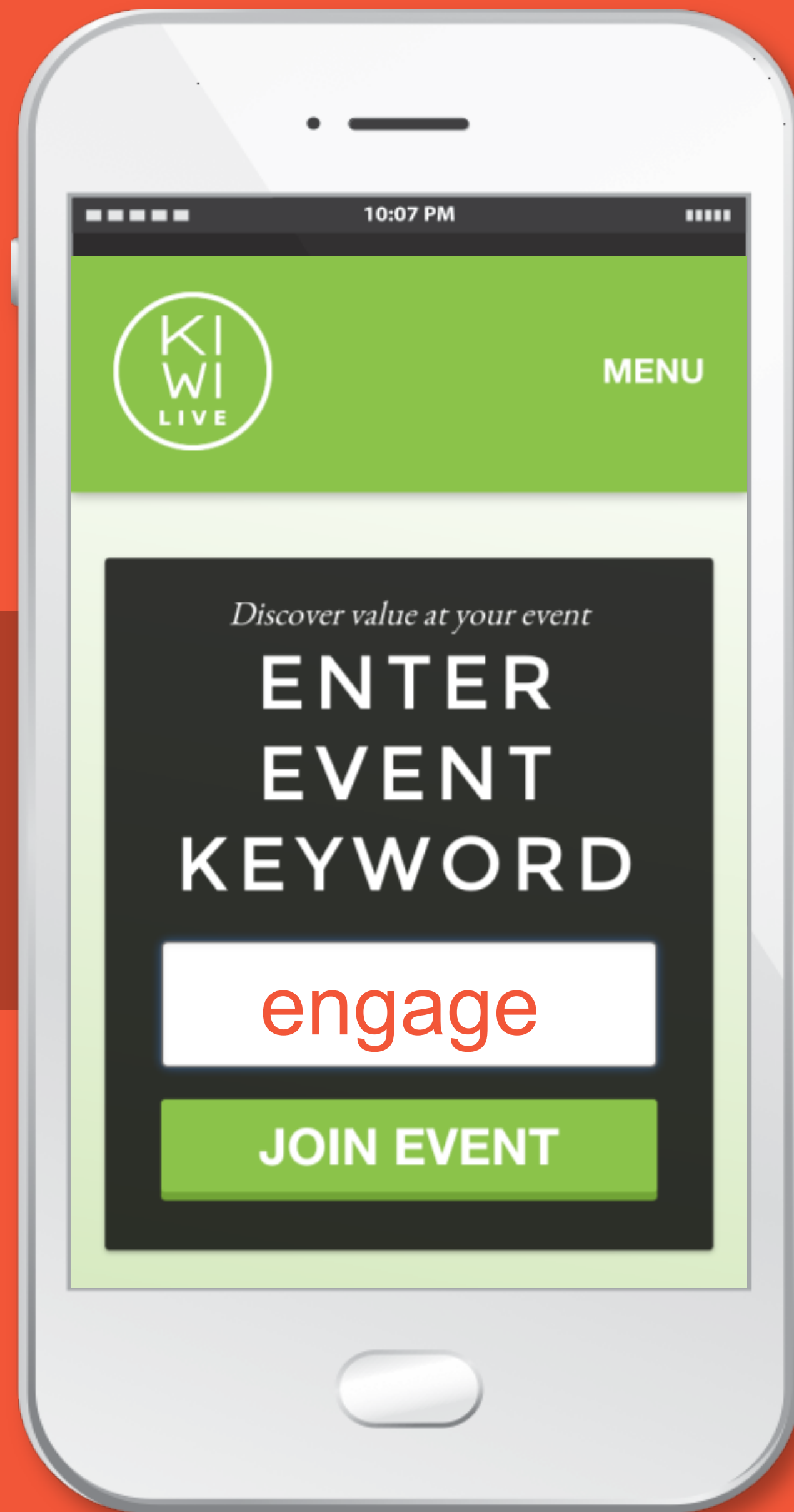


LET'S GROW **LEADERS**



Check for
understanding.





Get all the tools free and a Winning Well facilitators guide. Give some feedback.

KiwiLive.com
keyword: **engage**

Conversation Tools

2



**WINNING
WELL**



DITCH THE DIAPER GENIE®

**Speak the truth,
don't sandwich the stink.**

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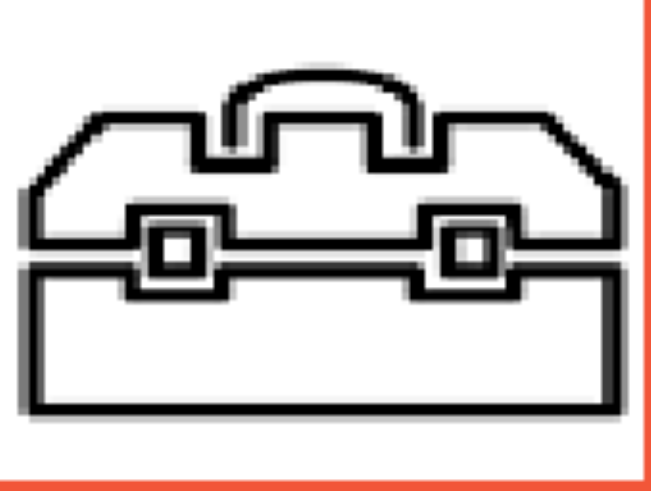
LET'S GROW **LEADERS**

You haven't
entered an update
since last spring.

You missed the
deadline...
Again.

I don't
want
to date you
anymore.

INSPIRE Direct Conversation



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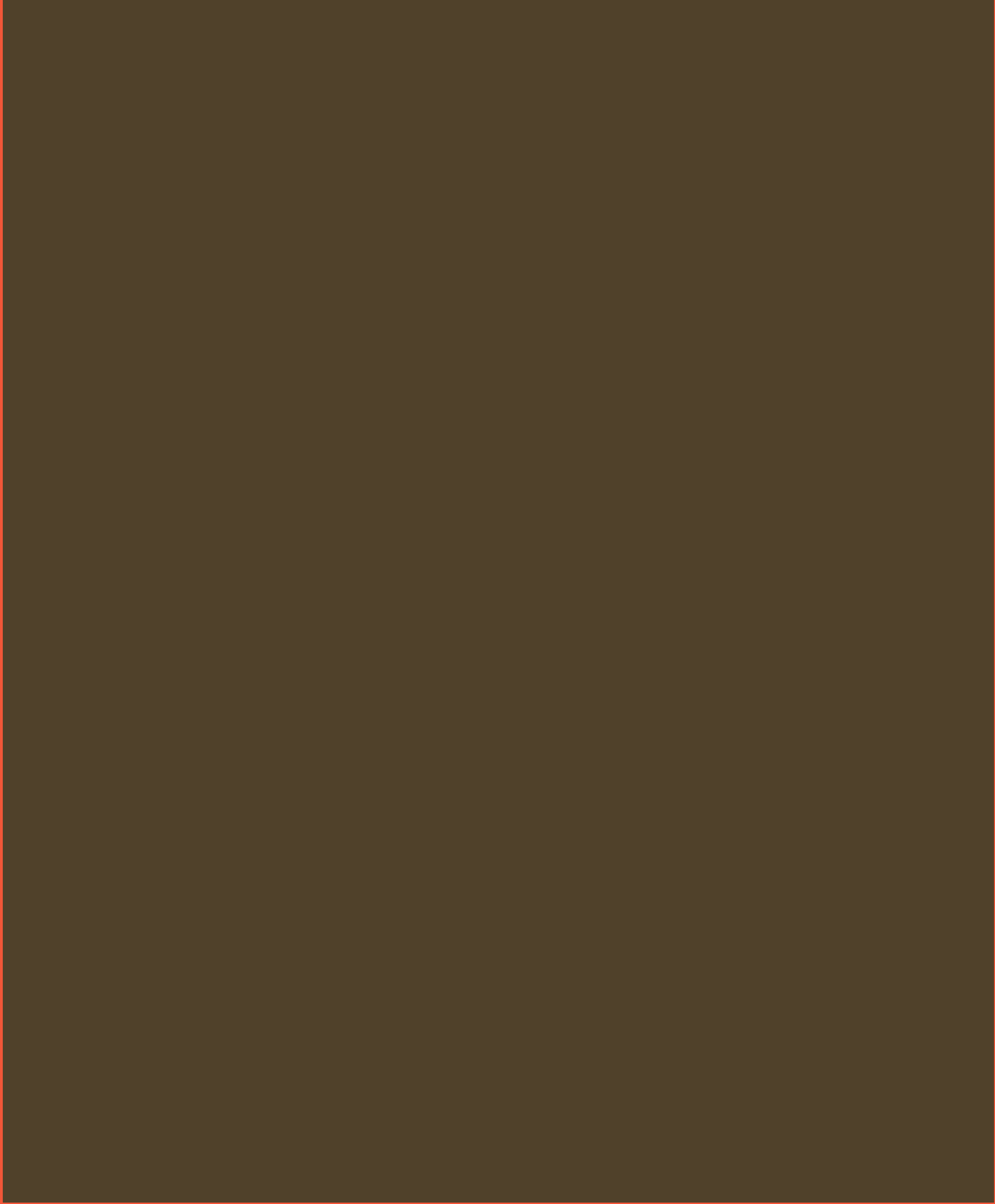
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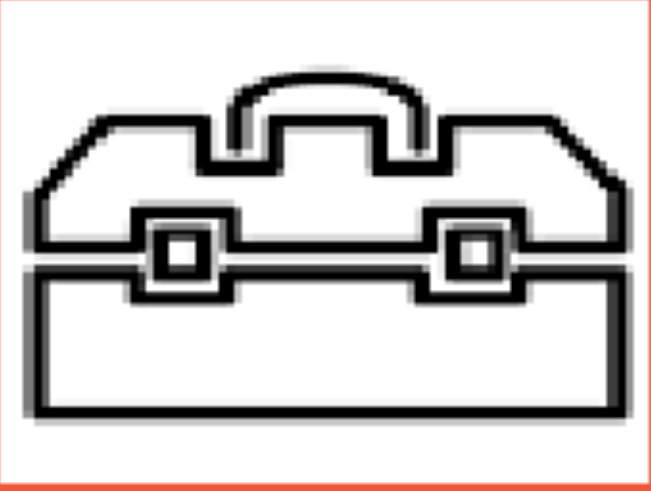
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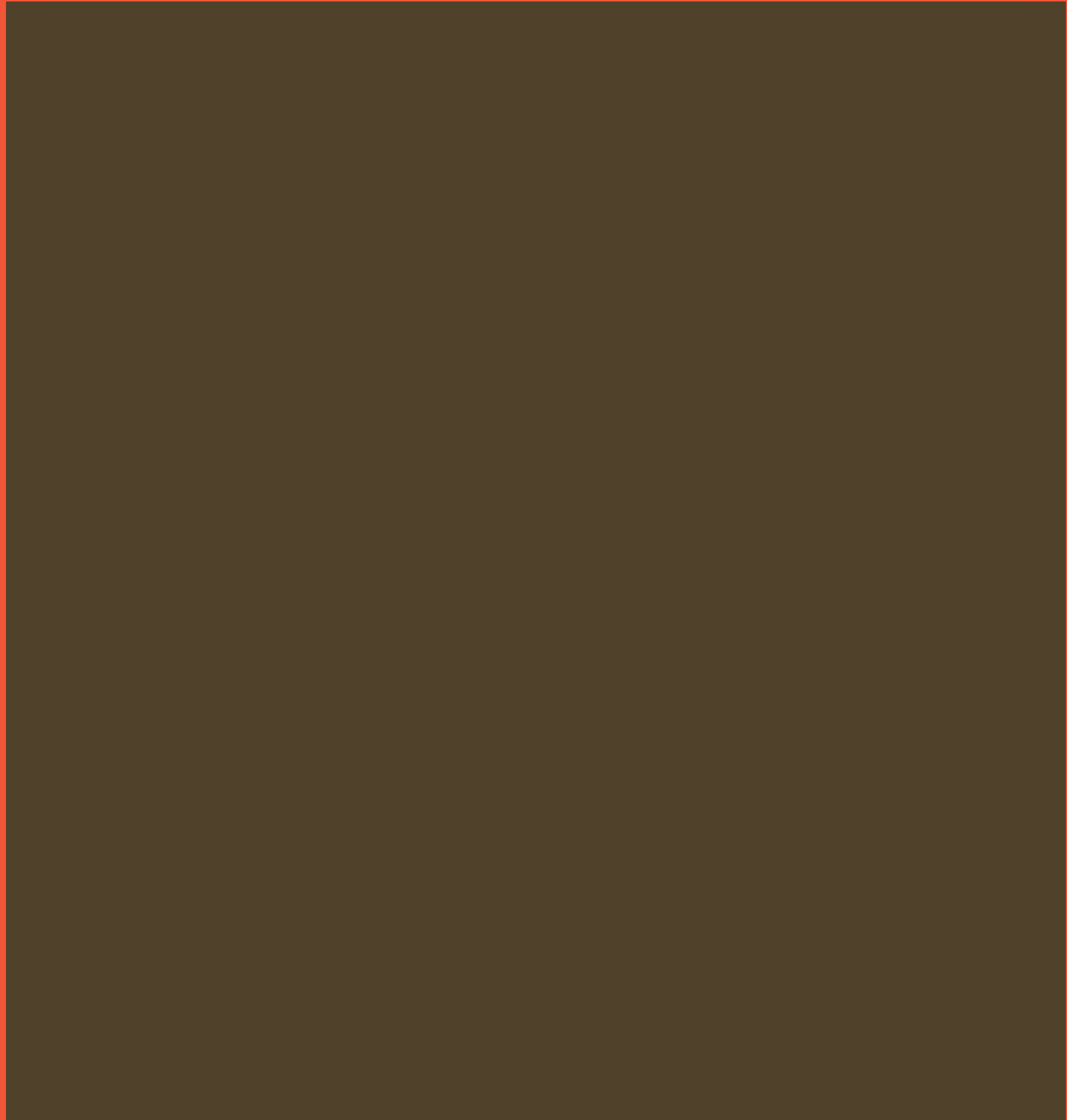
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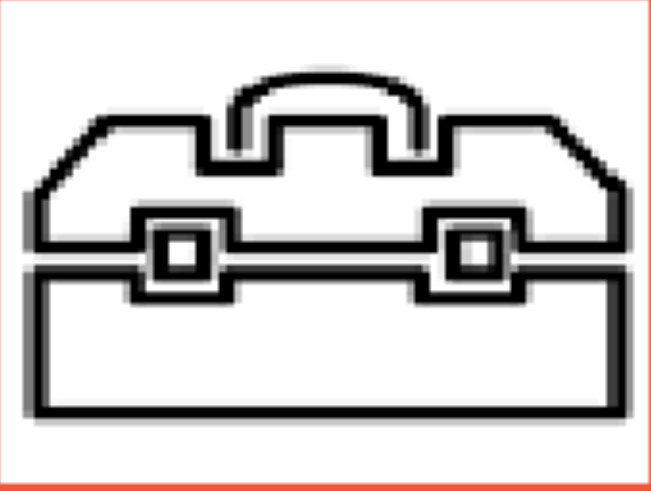
E

Initiate





Feedback Must Be Observable



I

Initiate

N

Notice

S

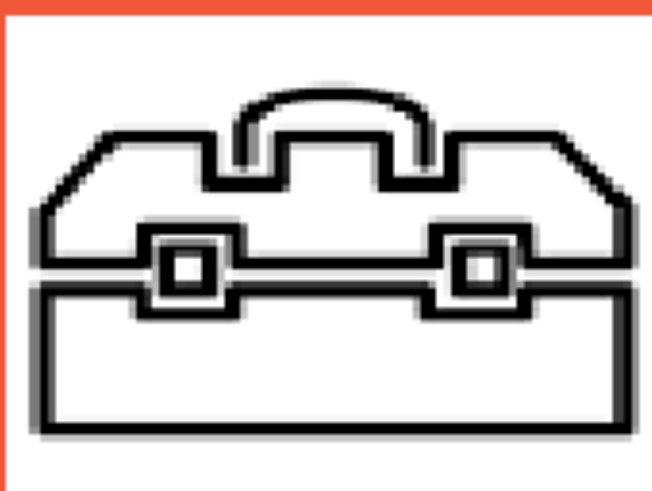
[Large dark grey rectangular area]

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Initiate

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Notice

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Support

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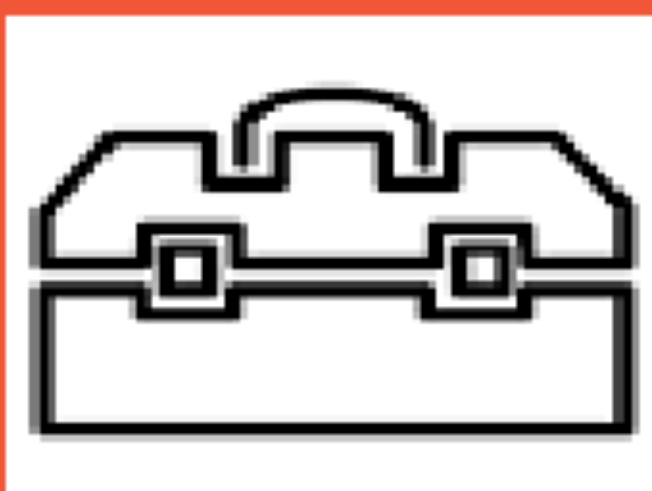
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Support

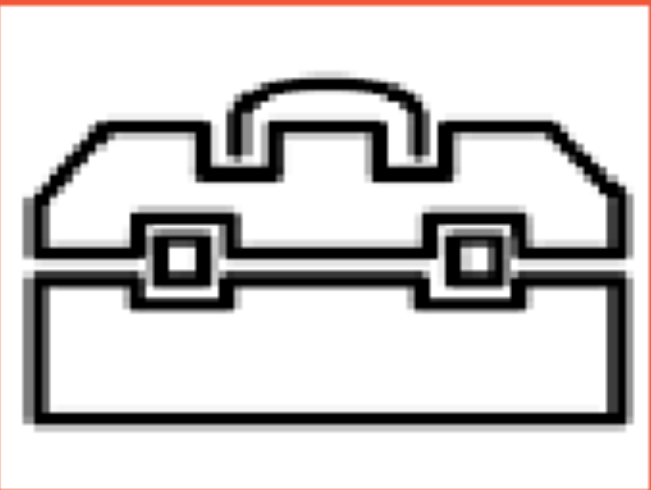
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Probe

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Initiate

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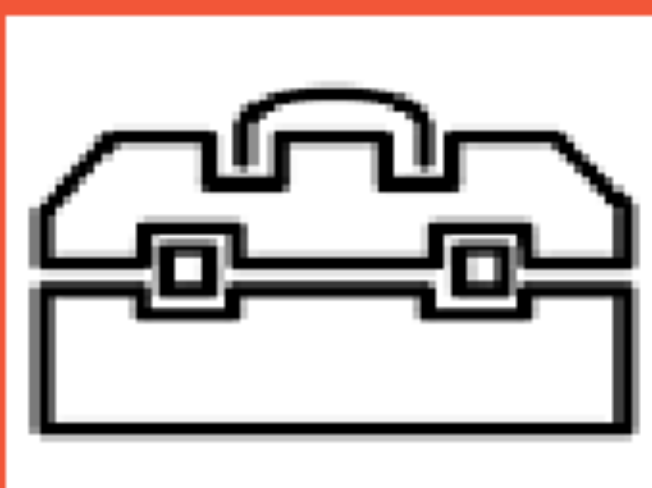
Probe

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Invite

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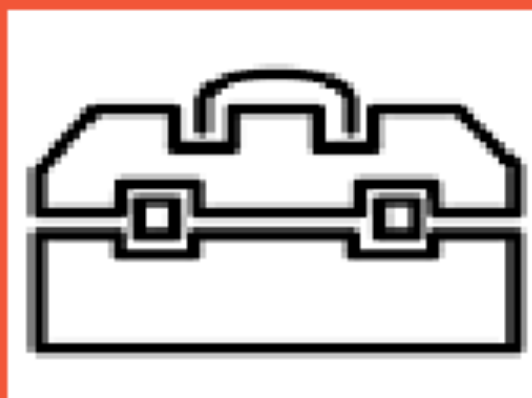
I

Invite

R

Review

E



I

Initiate

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Notice

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Support

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Probe

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Invite

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Review

E

Enforce





Toolbo

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Advanced

Accountability

Conversations

I.N.S.P.I.R.E.

A

R

T

I.N.S.P.I.R.E.

Action



R

T

I.N.S.P.I.R.E.

Action

Repetition

T



I.N.S.P.I.R.E.

Action

Repetition

Trust





Your Turn.

Your tough conversation

ASKING for A FRIEND

Real Questions. Real Answers. ...



LET'S GROW LEADERS





People Take Out Their Own Trash





It Doesn't Stink

Mastering the Art
of the Tough Conversation

WINNING WELL

