



1



2

What Is The Most Difficult Conversation You Need To Have Right Now?

@jeffharryplays



3

WHICH IS BETTER?



1



2

@jeffharryplays



4

WHICH IS BETTER?



1



2

@jeffharryplays



5

When Was The Last Difficult Conversation You Had At Work?

Last Week

Last Month

Last Year

1

2

3

@jeffharryplays



6

WHY IS IT SO CHALLENGING TO HAVE A DIFFICULT CONVERSATION?

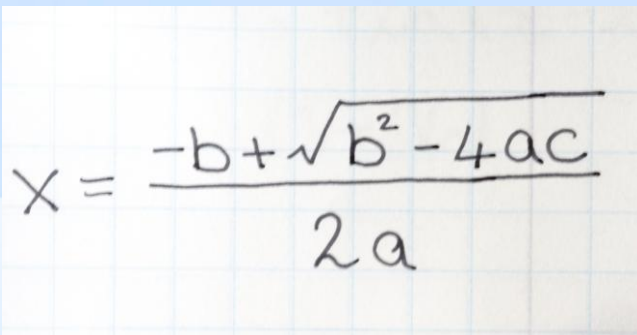
**WE WERE NEVER TAUGHT HOW TO
NAVIGATE A DIFFICULT CONVERSATION**

@jeffharryplays



7

WHAT WAS MORE IMPORTANT TO LEARN IN SCHOOL?


$$x = \frac{-b \pm \sqrt{b^2 - 4ac}}{2a}$$



@jeffharryplays



8

WHERE DO WE LEARN HOW TO HAVE CIVILIZED DISCOURSE?



9

WHY IS IT SO CHALLENGING TO HAVE A DIFFICULT CONVERSATION?

Because We Want The Conversation To Go Perfectly & Expectations Are The Thief of Joy

@jeffharryplays



10

WHY IS IT SO CHALLENGING TO HAVE A DIFFICULT CONVERSATION?



@jeffharryplays



11

What Is Play?



*Play Is Any Joyful Act That Has
No Specific Purpose or
Result...*

*Where You Are Fully
Immersed In The Moment*

@jeffharryplays



12

What Is Play?



@jeffharryplays



Play Is The Opposite of Perfection.

Play is rooted in curiosity, experimentation, a sense of wonder.

13

We Are Talking About Practice...



RediscoverYourPlay.com/difficultconversationslinks

@jeffharryplays



14

WHICH IS BETTER?



1

2

3

@jeffharryplays



15

WHICH IS BETTER?



CRISPY



SOFT

@jeffharryplays



16

WHICH IS BETTER?



1



2

@jeffharryplays



17

The Goal Is To Win!

- 30 Seconds To Give Your Best Argument For
- Switch!
- 30 Seconds To Give Your Best Argument Against
- Decide Who Is The Winner

@jeffharryplays



18

AVOID BINARY THINKING

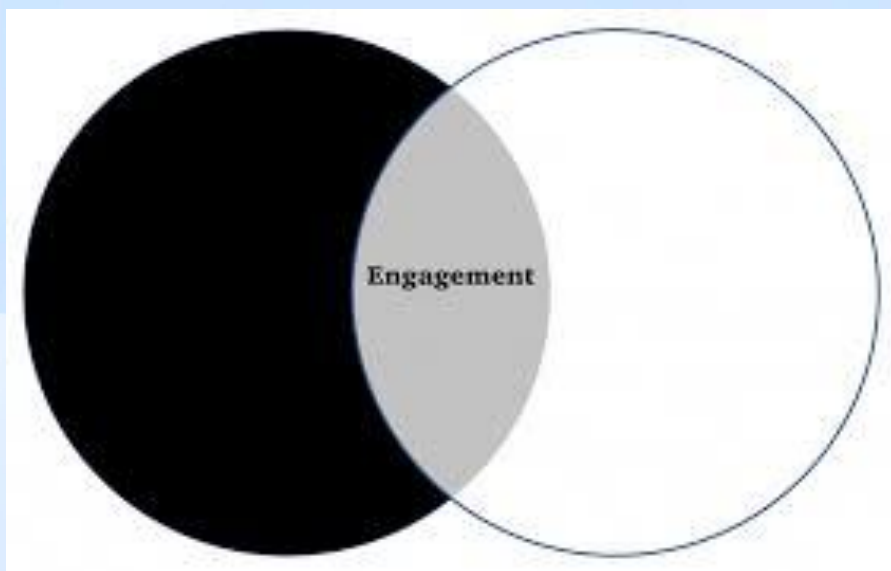


@jeffharryplays



19

AVOID BINARY THINKING




RediscoverYourPlay.com/difficultconversationslinks

@jeffharryplays



20

LEVELS OF LISTENING

NOT LISTENING (superficial)	Ignoring what's being said or distracted while listening (eg. on your phone)	
---------------------------------------	---	--

@jeffharryplays



21

LEVELS OF LISTENING


NOT LISTENING (superficial)	Ignoring what's being said or distracted while listening (eg. on your phone)	
LISTENING TO SPEAK	Preparing what you're going to say, waiting to interrupt and tell your story.	

@jeffharryplays



22

LEVELS OF LISTENING




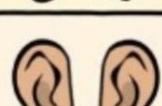
NOT LISTENING (superficial)	Ignoring what's being said or distracted while listening (eg. on your phone)	
LISTENING TO SPEAK	Preparing what you're going to say, waiting to interrupt and tell your story.	
LISTENING TO EVALUATE	Judging what's being said against your existing frame of reference. "Do I agree? What's incorrect here?"	

@jeffharryplays



23

LEVELS OF LISTENING

NOT LISTENING (superficial)	Ignoring what's being said or distracted while listening (eg. on your phone)	
LISTENING TO SPEAK	Preparing what you're going to say, waiting to interrupt and tell your story.	
LISTENING TO EVALUATE	Judging what's being said against your existing frame of reference. "Do I agree? What's incorrect here?"	
LISTENING TO EMPATHISE	Listening to understand not only what's being said, but what's not said, how the speaker feels and what they need.	

@jeffharryplays



24

WHY IS IT SO CHALLENGING TO HAVE A DIFFICULT CONVERSATION?

WE RARELY EVER GET TO PRACTICE BEFORE HAVING “THE
DIFFICULT CONVERSATION”

@jeffharryplays



25

What's More Productive? Virtual or In-Person Meetings?



@jeffharryplays



26

The Goal: Listen To What Is Not Being Said

- Speaker: 1 Minute To State Your Case
- Listeners: Listen To What Is Not Being Said
- Reflect Back What You Heard

RediscoverYourPlay.com/difficultconversationslinks

@jeffharryplays



27



28

WHAT MAKES TEAMS MOST SUCCESSFUL?



@jeffharryplays



29

SOLUTIONS

FOR NAVIGATING DIFFICULT
CONVERSATIONS THROUGH PLAY

@jeffharryplays



30

What Attributes of Play Can You Embrace In A Difficult Conversation?

- **Being Present**
- **Process Over Results**
- **Experimental & Open To Practice**
- **Growth-Oriented / Kaizen**

@jeffharryplays



31

Play Tool #1: Stop Trying To Win The Conversation

- **Focus on Issue, Not The Person: Find where the miscommunication exists & breakdown of the process**
- **Use this tool to determine if you are ready**

Do You Want To Be Right Or Do You Want To Understand?

@jeffharryplays



32

Play Tool #1:
Focus On Issue, Not The Person

***If You Are Obsessed With Winning
A Conversation, You Will Lose...***

@jeffharryplays



33

What Do You Want From A Conversation?

***You Want To Be Heard
You Want To Be Understood
You Want To Be Seen***

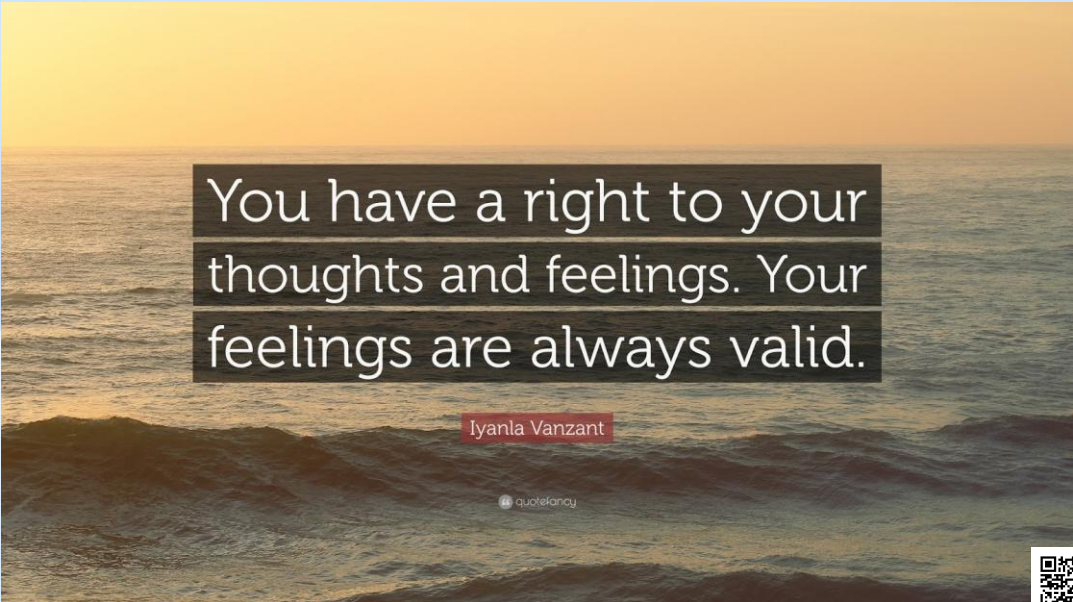
What do you think the other person wants?

How can you ensure that person is heard as much as you are?

@jeffharryplays



34



You have a right to your
thoughts and feelings. Your
feelings are always valid.

Iyanla Vanzant

 quote fancy

@jeffharryplays



35

Play Tool #2: Create A Safe Space/Playground

- Reduce Power Dynamics As Much As Possible
- Neutral Ground: Physically & Mentally
- Focus on facts and objectives, not opinions claimed as facts
- Be aware of shaming or attacking a person's character

@jeffharryplays



36

Play Tool #3: Be Curious & Humble



@jeffharryplays



37

Play Tool #3: Be Curious & Humble

- What Do You Want To Get Out Of This Conversation?
- Are You Open To Understanding Their Story?
- Are You Open To Letting Go Of The Result?
- Ask Open-Ended Questions Vs. Leading Questions

@jeffharryplays



38

3-Hour Conversation To Gain Understanding



- Acknowledged their experience & feelings even if you disagreed
- Do not conflate all people into a single demographic
- Recognize when you are describing yourself as the hero in your own story

@jeffharryplays



39

Play Tool #4: Active Listening

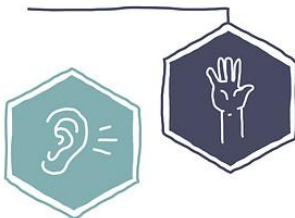
Principles of Active Listening



Ask Probing Questions

Paraphrase

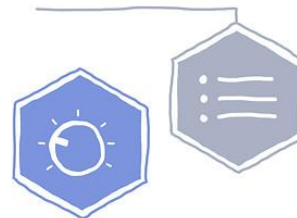
Summarize



Demonstrate Attention



Seek Clarification



Tune Into Feelings

@jeffharryplays



40



41



42

Stop Being N.I.C.E.

- **Nothing**
- **Important**
- **Can**
- **Emerge**

Nice



- Polite with everyone. Others feel good about them.
- Niceness is passive. Nice on face but different on our back.
- Afraid to speak up in unpleasant situations.
- Niceness can be a lethal coz of competition of showing off.

Kind



- Genuinely cares about people. Doesn't show off.
- Kindness is an attitude. Person wishes to be kind or not.
- Always puts forth their views & takes a stand.
- Act of kindness produces oxytocin & it helps in decreasing blood pressure.

Why is kindness a better choice?



Makes you feel good



Helps to deal with anxiety



It is contagious



Helps form new bonds



Reduces stress

Copyright © ThePleasantKind, All rights reserved. freepik

@jeffharryplays



43

Start Being KIND

- **Key**
- **Important**
- **Necessary**
- **Deliberate**

Nice



- Polite with everyone. Others feel good about them.
- Niceness is passive. Nice on face but different on our back.
- Afraid to speak up in unpleasant situations.
- Niceness can be a lethal coz of competition of showing off.

Kind



- Genuinely cares about people. Doesn't show off.
- Kindness is an attitude. Person wishes to be kind or not.
- Always puts forth their views & takes a stand.
- Act of kindness produces oxytocin & it helps in decreasing blood pressure.

Why is kindness a better choice?



Makes you feel good



Helps to deal with anxiety



It is contagious



Helps form new bonds



Reduces stress

Copyright © ThePleasantKind, All rights reserved. freepik

@jeffharryplays



44

Key Question

**What is the most important conversation
I need to have right now?**

With Myself & With Other People

@jeffharryplays



45

How Will You Approach That Conversation You Are Avoiding?

STEPS

- Layout The Scenario & The Challenge You Face
- Determine The Strategy
- Play Out The Scenario

STRATEGIES

- Don't Try To Win
- Create A Safe Space
- Be Curious
- Listen To What's Not Being Said / Active Listening
- Be Kind, Not Nice

@jeffharryplays



46



Let's Navigate Difficult Conversations Together



@jeffharryplays

jeff@rediscoveryourplay.com