



ENGAGING PEOPLE, ELEVATING PERFORMANCE

THE 36-MINUTE HUDDLE UP

Wednesdays from 1:00–1:36PM



NANCI'S NOTIONS

Week #21 – Sept 16, 2020

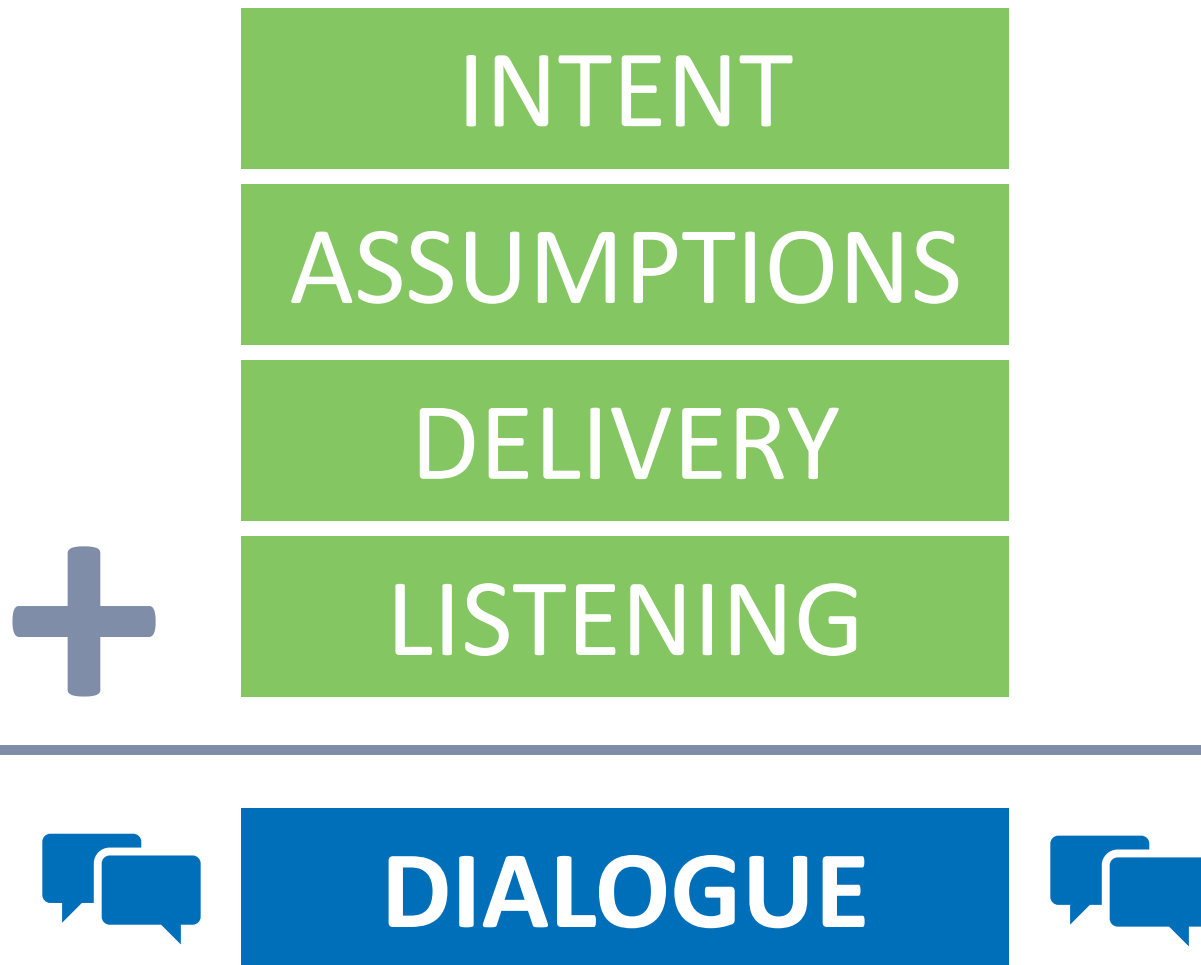


- ✓ What did you add to your Bias Awareness toolkit?
- ✓ Mastering the Art of Difficult Conversations Model
- ✓ What Tip or Tool will you add?

What thoughts or actions in the last 168 Hours?



APLS Group Difficult Conversations Model



APLS Group Difficult Conversations Model

INTENT

- What do you really want?
- How vested are you?
- Win or Care?
- Head or Heart?



INTENT

ASSUMPTIONS

DELIVERY

LISTENING



DIALOGUE

APLS Group Difficult Conversations Model

ASSUMPTIONS

- What is the story in my head?
And keeps repeating itself?
- What assumptions do you
bring to the conversation?
- What is your body telling
yourself?
- Physical & Emotional threats
are you numb or emotional?



DIALOGUE

APLS Group Difficult Conversations Model

DELIVERY

- Most critical step
- It's never what you say – its how you say it!
- Words, Tone and Body Language
- Find the courage to say it with facts and curiosity



INTENT

ASSUMPTIONS

DELIVERY

LISTENING

DIALOGUE

APLS Group Difficult Conversations Model

LISTENING

- Reason we have 2 Ears & 1 Mouth
- Seek to Understand – to gather information and to learn
- Paraphrase back
- Ask open ended questions



APLS Group Difficult Conversations Model

DIALOGUE

- Not a Monologue
- Two- way communication
- Reduces and Eliminates Inferences and Assumptions
- Promotes complete conversations



Thought for the Week

What new technique
will you put in
your toolkit?



THANK YOU!



Nanci@aplsgroup.com

Tamara@aplsgroup.com

www.aplsgroup.com

