



Having those hard-hat conversations

Bitesize Masterclass

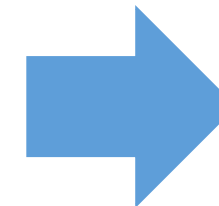
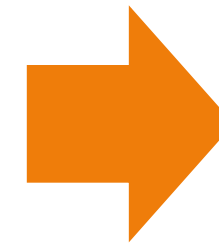
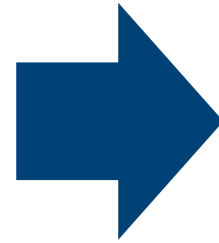
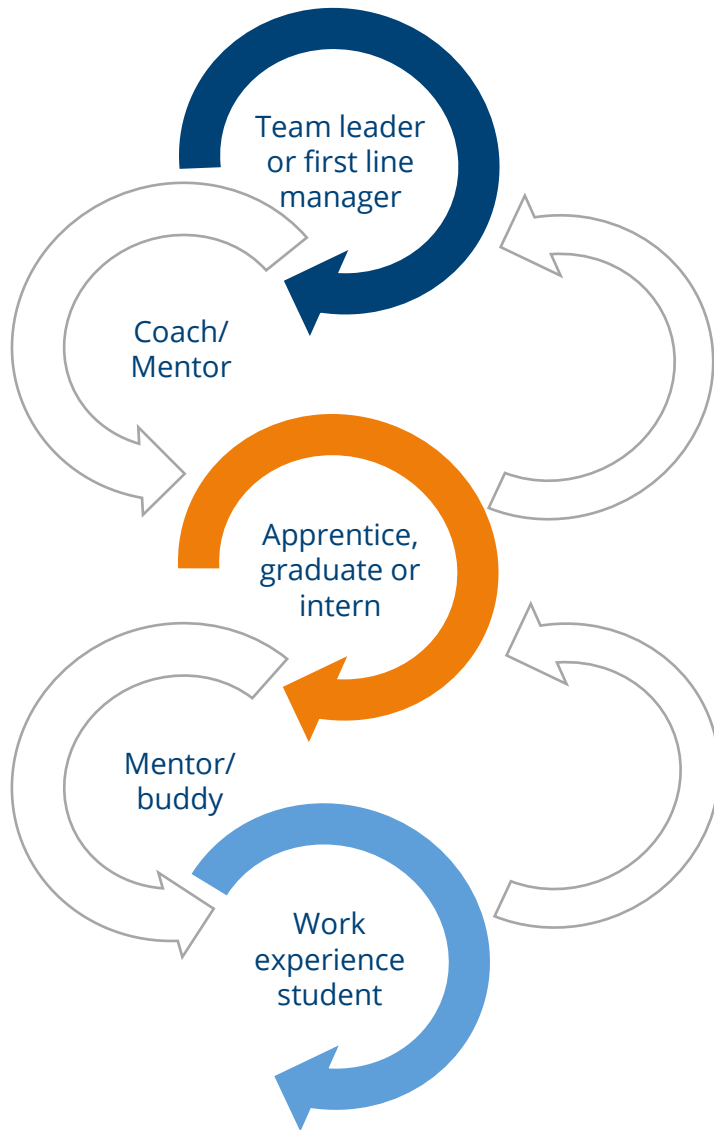
Led by Simon Shaw

Welcome

Bitesized Masterclass Structure

- Use the Q&A panel to submit questions and the Chat for comments
- Focus on masterclass topics
- Complete the polls as they appear
- You'll receive the masterclass recording and slides after the session





Integrate coaching and mentoring in team leading and first line management roles

Develop coaching and mentoring skills by mentoring or buddying students

Gain experience of being coached and mentored as a work experience student

Early career path

Poll

Which of these skills do you want support with the most?

1. Active listening
2. Asking good questions
3. Giving feedback
4. Building the team
5. Empowering people



Questions in the Q&A

Comments in the Chat

Demo Part 1

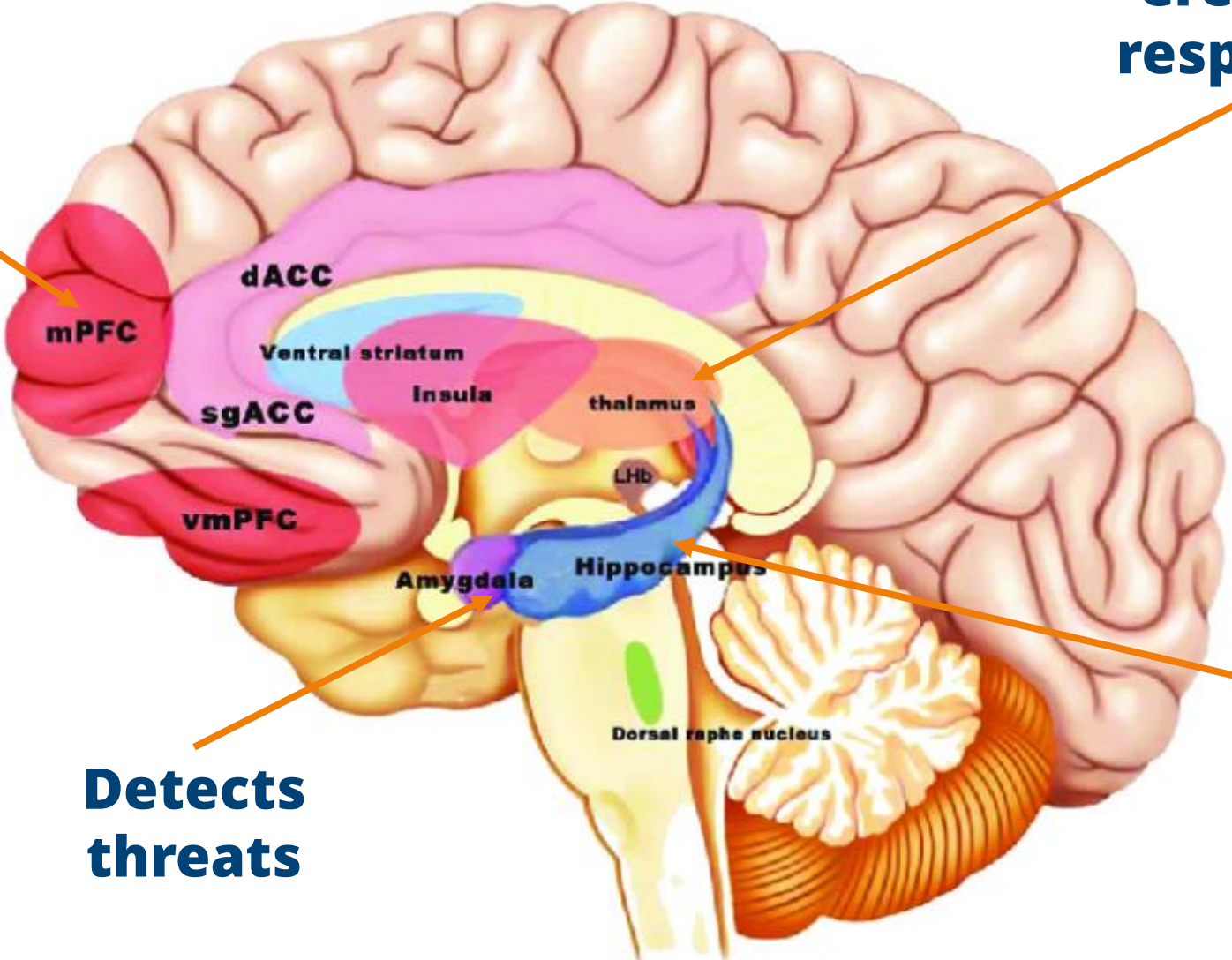
Challenging conversations



The brain's response to threats

Evaluates response

Creates response



Detects threats

Changes response



Defensive



Angry



Disappointed



Denial

What would you do?



Defensive



Disappointed



Angry



Denial

Our ideas



Defensive

- Acknowledge
- Avoid blame or accusation
- Ask open questions



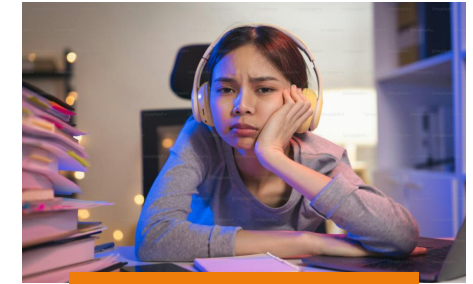
Disappointed

- Validate
- Offer support
- Focus on the next steps



Angry

- Keep calm and listen
- Suggest a break
- Understand the cause



Denial

- Respect the decision
- Follow up
- Stay open

- Don't fight people's responses – they are immediate and real
- Respond yourself
- Moderate their responses



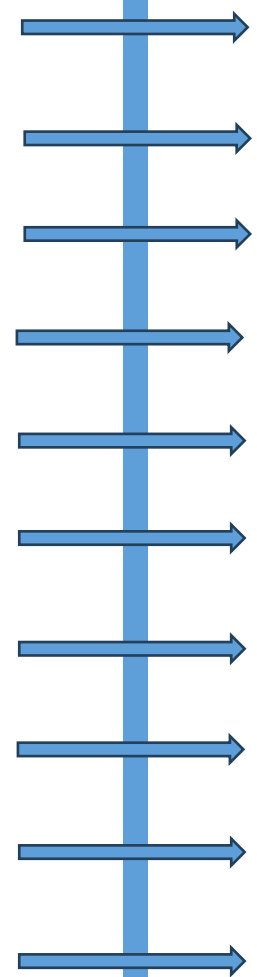
Demo Part 2

Managing the conversation

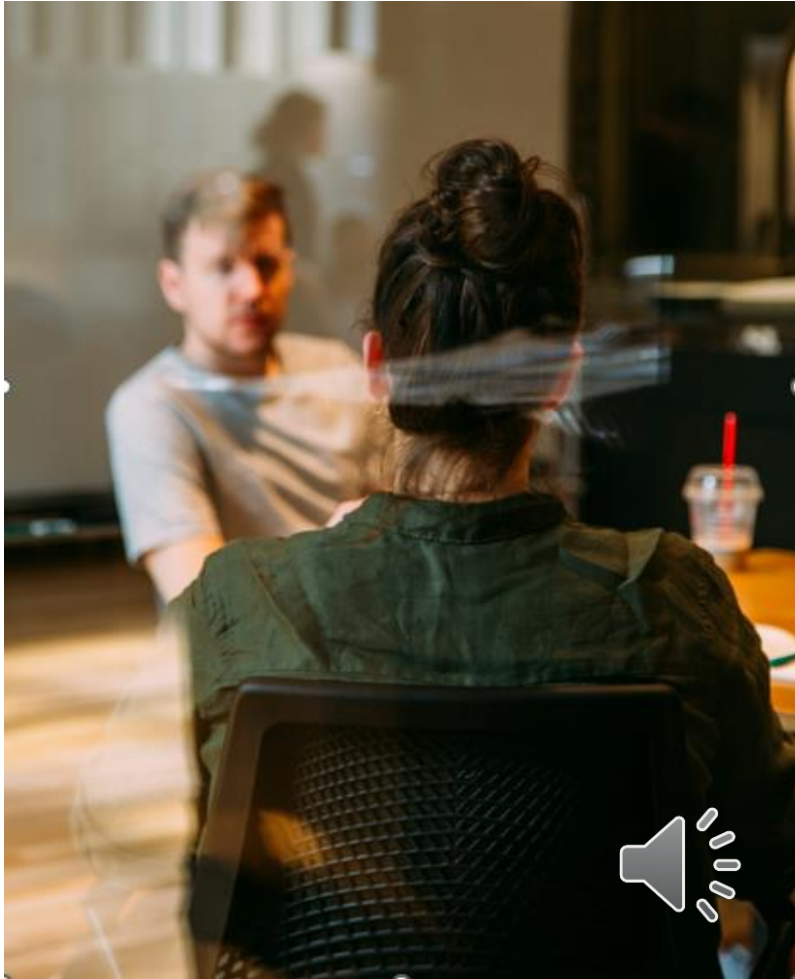
What you might see

1. Emotionally reactive – defensive, angry, upset
2. Over-sensitive – take things personally
3. Misunderstand – unclear, mishear
4. Disagree – opinions, values, priorities
5. Resist – refuse to accept, push back
6. Fearful – sanctions, loss of status
7. Cultural difference – norms, values, comms
8. Baggage – previous interactions, conflicts
9. Preparation – lack of it
10. Skills – imperfect communication

What you can do

- 
1. Keep calm, empathise, manage emotions
 2. Stay professional, be objective
 3. Restate, reword, try to bring perspectives closer
 4. Actively listen, find common ground
 5. Be patient, encourage cooperation
 6. Build trust, alleviate fears, be sensitive to power
 7. Be sensitivity to differences, adapt
 8. Acknowledge the past but focus on the present
 9. Prepare in advance, know the outcomes, plan tactics
 10. Practise!

Managing the conversation

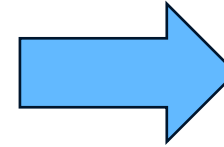


- What happens to the team member during the conversation?
- Which techniques does the team leader use to manage it?

What happens?

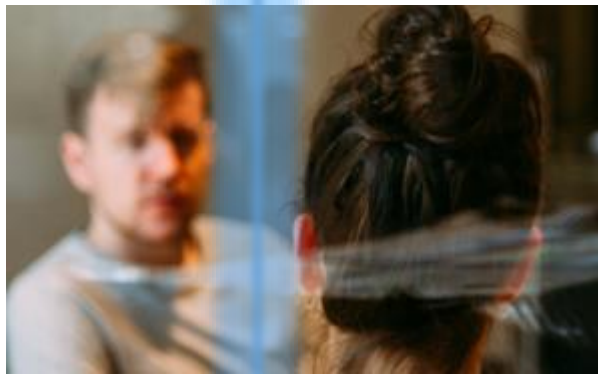
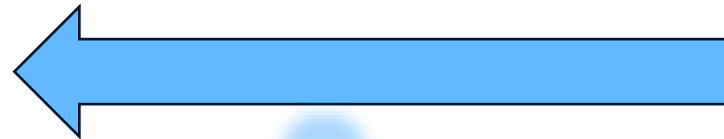


- Emotionally reactive – defensive
- Resists – refuses to accept, pushes back
- Over-sensitive – takes it personally



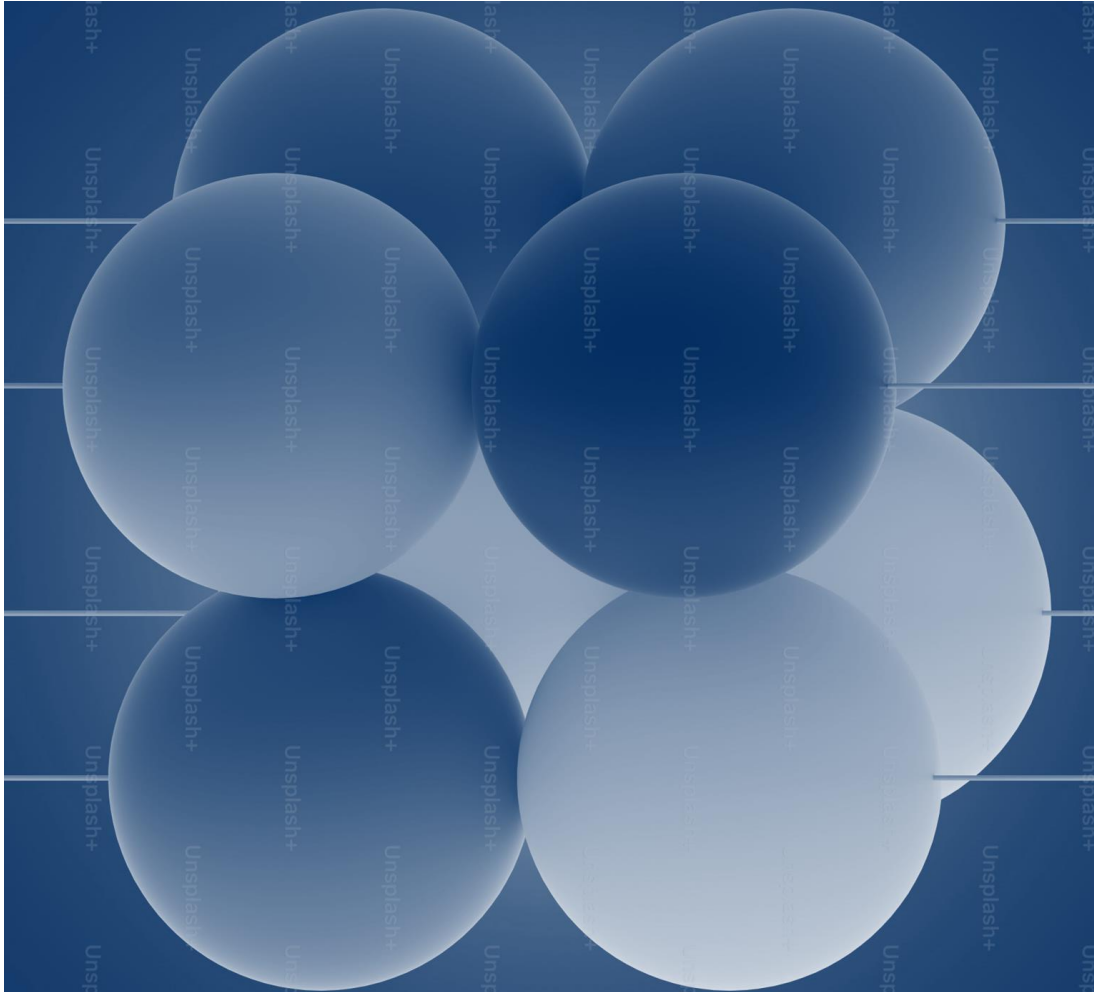
- Keeps calm - empathises
- Is patient – puts the ball back in his court
- Stays professional and objective

- Calms down
- Engages and accepts the facts
- Agrees to work on the problem





The ultimate aim



Think of a few words to sum up what you want the other person to do as a result of the conversation.

What's the ultimate state of mind you want them to be in?

Build trust

**Understand
the issue**

**Address the
problem**

**Encourage
growth**

**Support
the team**

**Motivate a
change**

**Find a
solution**

Empathy



Skills

Practice

End of Demo

CONSCIOUS COACHING

DEVELOPING COACHING AND
MENTORING SKILLS TO
KICKSTART YOUR CAREER

30 JANUARY 09.30 – 12.30





COURSE OVERVIEW

LEADING PEOPLE

Poll

Which of these actions are you most likely to take?

1. Enrol early careers talent on 'Conscious Coaching' and/or Leading People
2. Talk to others in the organisation about enrolling them
3. Talk to us about the in-house options
4. Find out more about the courses before deciding
5. Join the next masterclass

Thank you for joining us



Please get in touch with comments or questions or follow us on social media for insights & upcoming events

Strategic Development Network (SDN)



carly@strategicdevelopmentnetwork.co.uk



www.strategicdevelopmentnetwork.co.uk



[linkedin.com/company/sdnhq/](https://www.linkedin.com/company/sdnhq/)

Mojave Training



info@mojavetraining.co.uk



<https://mojavetraining.co.uk/home>



www.linkedin.com/company/mojave-training