



## PREPARING FOR IMPORTANT CONVERSATIONS

1. Clear any emotional triggers and reactivity that you're experiencing around the person or conversation
2. Connect with the PowerTypes – usually leading with Queen and Mother is best for developmental conversations
3. Set up an appointment to have the conversation – especially if it's an important topic. This gives them time to prepare and be in the right frame of mind for it
4. Do a bridging ritual before you start so you can switch gears and be fully present for the conversation
5. Follow the formats set out below for delegation and feedback conversations



## DELEGATION FORMAT

<p>1. Ensure you have their full FOCUS</p>	<ul style="list-style-type: none"> <li>- Remove distractions</li> <li>- Encourage them to take a micro break (tea/stretch) if they have come straight off another meeting or call</li> </ul>
<p>2. Tell them WHAT you need them to do</p>	<ul style="list-style-type: none"> <li>- Set out with specificity what you need them to do</li> </ul>
<p>3. Tell them WHY it's important. Leave the HOW up to them unless it's necessary to be prescriptive</p>	<ul style="list-style-type: none"> <li>- Give context / bigger picture</li> <li>- Importance to the organisation</li> <li>- Outcome seeking to achieve</li> <li>- This enables them to translate your requests appropriately and know what decisions / actions will hit the mark</li> <li>- Giving them space to decide HOW to implement your request empowers them and allows them to tap into their own creative /innovative thinking</li> </ul>
<p>4. Give or ask for a time frame</p>	<ul style="list-style-type: none"> <li>- Inform them of the deadline by which it must be completed (if there is one)</li> <li>- Ask them when they think they can complete the activity</li> <li>- Discuss any issues around timing</li> </ul>
<p>5. Check understanding &amp; resources</p>	<ul style="list-style-type: none"> <li>- "Do you have everything you need to achieve the outcome?" "Have I been clear enough?"</li> <li>- Don't simply ask "does that make sense?" as may say yes to not appear stupid</li> </ul>
<p>6. Resolve any issues or concerns</p>	<ul style="list-style-type: none"> <li>- Ask if they have any other concerns or see any other obstacles that might arise</li> <li>- Address them</li> </ul>
<p>7. Schedule a check-in session</p>	<ul style="list-style-type: none"> <li>- Set date and time when you will check in on progress – add to your time management system</li> <li>- Leave them to it until then unless they reach out for support</li> </ul>



## “SIFFT” FEEDBACK FORMAT

Acronym	Meaning	Explanation
S	Specific description of the facts of what happened.	Describe the facts in a neutral manner without layering in your opinion, judgment or generalisation. Otherwise the other person is likely to get defensive which will make it much harder to have a constructive conversation. Be open minded – don’t come into the conversation with assumptions about why the person behaved the way they did.
I	State what the Impact was of that	Again describe this factually without opinion, judgment or generalisations so the other person remains in an open and receptive state.
F	Briefly share how it made you feel  Give the other person space to share their feelings and perspective	This allows you both to connect on a human level, leading to more empathy and willingness to find a solution.  Also our feelings are neither objectively right nor wrong so the other person can’t say they aren’t true.  Furthermore, your feelings are focused on you not the other person so they don’t feel blamed or attacked.  At this point invite the other person to also share their perspective and feelings so you can understand their perspective (or wait until after you make your request if that feels more appropriate)
F	Share your request for the future – what specifically do you want them to do differently in the future	Frame this as a request <u>not</u> a command. Remain open to the possibility that the other person may have a better suggestion for how things should be handled in the future (hence the importance of the next step).
T	Together collaborate on how this will look like in practice	Adopting a collaborative approach which takes on board their opinions allows the other person to feel respected and motivated to follow the agreed solution.