



 THE GUINEA GROUP

# Tough Conversations

September 2025

NAME:

DATE:

## FIRST THINGS FIRST...



### ABOUT YOU

Most difficult conversations?  
Why?  
Favourite Food?



### ABOUT ME

Leadership  
Coach  
Married 30 years  
Triathlete



### ABOUT US

Open  
Honest  
Safe

## THE PROCESS



**Purpose**



**Preparation**



**Delivery**



**Close Out**

## BEFORE WE START...

**8.30**

**10.15**

**12.30**

# WORKSHOP SLIDES



NOTES / REFLECTION

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NOTES / REFLECTION

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# WORKSHOP SLIDES



## Understand the issue!

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Name the **discussion** to set boundaries, and to define the outcome!

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### NOTES / REFLECTION

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## Identify a goal or goals for the conversation



Goals not within your control	Goals within your control
Getting someone to agree with you	Expressing your views clearly
Making someone change their behavior	Sharing concerns about their behavior
Not hurting someone's feelings	Being respectful at all times
Not having things escalate into conflict	Setting the tone for calm conversation
Getting a specific response you want	Asking for things you want or need

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### NOTES / REFLECTION

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# WORKSHOP SLIDES

## OWN YOUR CONVERSATIONS

*"Since it's release in October 2015, Extreme Ownership has revolutionized leadership development and set a new standard for literature on the subject.*

*Required reading for many of the most successful organisations, it has become an integral part of the official leadership training programs for scores of business teams, military units, and first responders."*

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THE #1 NEW YORK TIMES BESTSELLER  
NOW WITH A NEW FOREWORD AND BONUS Q&A

## EXTREME OWNERSHIP

HOW  
U.S. NAVY  
SEALS  
LEAD AND WIN

JOCKO WILLINK AND LEIF BABIN

"Take it professionally,  
not personally"

"Be tolerant with others, and strict with yourself"

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## NOTES / REFLECTION

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## ACTIVITY

Start working through the conversation planning tool!

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## 2 Preparation

- Time and place
- Provide advanced notice
- Prepare with or without a script

"Be tolerant with others, and strict with yourself"

- Marcus Aurelius

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## ACTIVITY

Start working through the conversation planning tool!

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## 2 Preparation

- Time and place
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"Be tolerant with others, and strict with yourself"

- Marcus Aurelius

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## NOTES / REFLECTION

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# WORKSHOP SLIDES

**Where and when?**



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**Let them know!**



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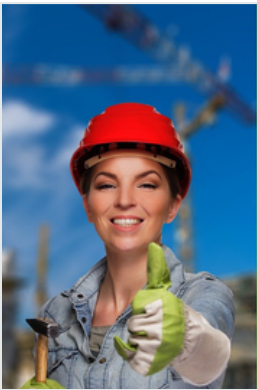
## NOTES / REFLECTION

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**The 3 Ps (including responses)**



**ACTIVITY**

*Continue working through the conversation planning tool!*

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## NOTES / REFLECTION

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# WORKSHOP SLIDES



**3 Delivery**

- Have a vision for the conversation
- Start the conversation – Be direct
- Be professional and regulated


"Do not try to seem wise to others."  
- Epictetus

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**Visualise the conversation**

The Reticular Activating System (RAS) is a bundle of nerves at our brainstem that filters out unnecessary people yet so the important stuff gets through.

The RAS is the reason you learn a new word and then start hearing it everywhere. It's why you can tune out a crowd full of talking people, yet immediately snap to attention when someone says your name or something that at least sounds like it.



If you want to, you might get it. The Reticular Activating System explained | by Tobias van Schneider | Dept. of van Schneider | Medium

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## NOTES / REFLECTION

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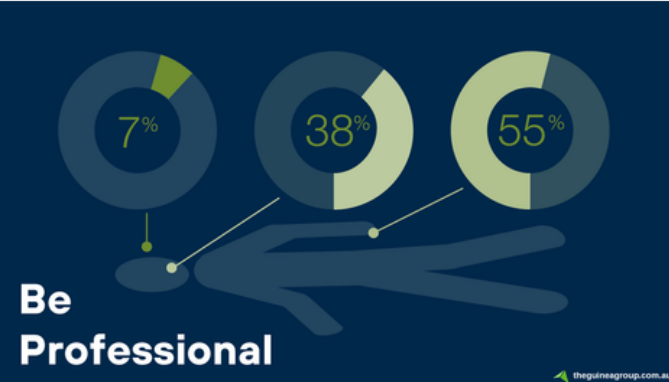
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**CONVERSATIONS THAT MATTER SHOULD START WITH THE MATTER**

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**Be Professional**

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## NOTES / REFLECTION

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# WORKSHOP SLIDES

**BPR**



	SELF	SOCIAL
RECOGNITION	<b>SELF-AWARENESS</b> Emotional Self-Awareness Accurate Self-Assessment Self-Confidence	<b>SOCIAL AWARENESS</b> Empathy Organizational Awareness Service Orientation
REGULATION	<b>SELF-MANAGEMENT</b> Self-Control Transparency Adaptability Achievement Drive Initiative	<b>RELATIONSHIP-MANAGEMENT</b> Inspirational Leadership Developing Others Influence Change Catalyst Conflict Management Building Bonds Teamwork & Collaboration

28



**Listen to understand?**

**Not to reply**

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NOTES / REFLECTION

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**"People want to be treated according to their communication style, not yours."**

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1. **Passive communication:** People avoid expressing their opinions or needs
2. **Aggressive communication:** People express their opinions and needs in a forceful or hostile manner
3. **Passive-aggressive communication:** People indirectly express their feelings or needs
4. **Assertive communication:** People express their opinions and needs in a respectful and confident manner





**ACTIVITY**

**Complete the conversation planning tool!**

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NOTES / REFLECTION

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# WORKSHOP SLIDES



**4 Close Out**

- Finish the conversation
- Document actions
- Close the loop

"Better to trip with the feet, rather than the tongue"  
- Zeno of Citium

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**FINISH THE CONVERSATION  
WITH A VERY CLEAR DIRECTION  
FOR THE FUTURE**

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## NOTES / REFLECTION

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**Note**

**Actions**

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**Close the Loop**

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## NOTES / REFLECTION

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# Discussion Planner

## Overview of the conversation

Name ..... Date: .....

Location .....

## Purpose of the Conversation

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## Discussion Points

- .....
- .....
- .....

## Close out of the conversation (with actions)

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## NOTES / REFLECTION

A large area for notes or reflection, featuring a light green background and horizontal dotted lines for writing.

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## ANY QUESTIONS? WE'RE HERE TO HELP

We exist to support leaders to upgrade their mindset, upskill their leadership, and uplift their teams, to create psychologically safe and high performing teams!

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