



Conducting Courageous Conversations

“Leaders must either invest a reasonable amount of time attending to fears and feelings, or squander an unreasonable amount of time trying to manage ineffective and unproductive behavior.”

- Brene Brown, Dare to Lead

Behavior = Feelings

In order to have effective working relationships with your team, you first need to embrace that all behavior is the result of how someone feels. Emotion comes into play more than training, experience or intelligence. Uncover the fears and feelings that are at the heart of someone’s behavior and you will have the key to having a productive relationship.

Use these questions as a guide to help you uncover some of the reasons behind your team member’s behaviors.

Think back to a situation with a team member this year that was challenging. What was the behavior that was at the core of the problem?

Think about the possible feelings the team member was experiencing. Jot down 2-3 possible emotions. What may their fears have been?

How do you know? What words, actions, body language or facial expressions made you think this?

How does this new information shed light on the behavior?

We need to address the emotions that someone is having BEFORE we can move on to a solution for the behavior.

If you were going to speak to this person now, how might your thinking be different?

Imagine you are going to talk to this person. Repeat the above process, thinking about yourself. What emotions are you feeling in this situation?

How is it showing up? (body, mind, language)

How does this new information help you think differently about your conversation?

Want to learn more about these ideas?

Check out the workshops we offer on building trusting teams on our website: www.inspiredinstruction.com.