

MANAGING CHALLENGING & CRUCIAL CONVERSATIONS



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ASSOCIATES

TODAY'S FOCUS

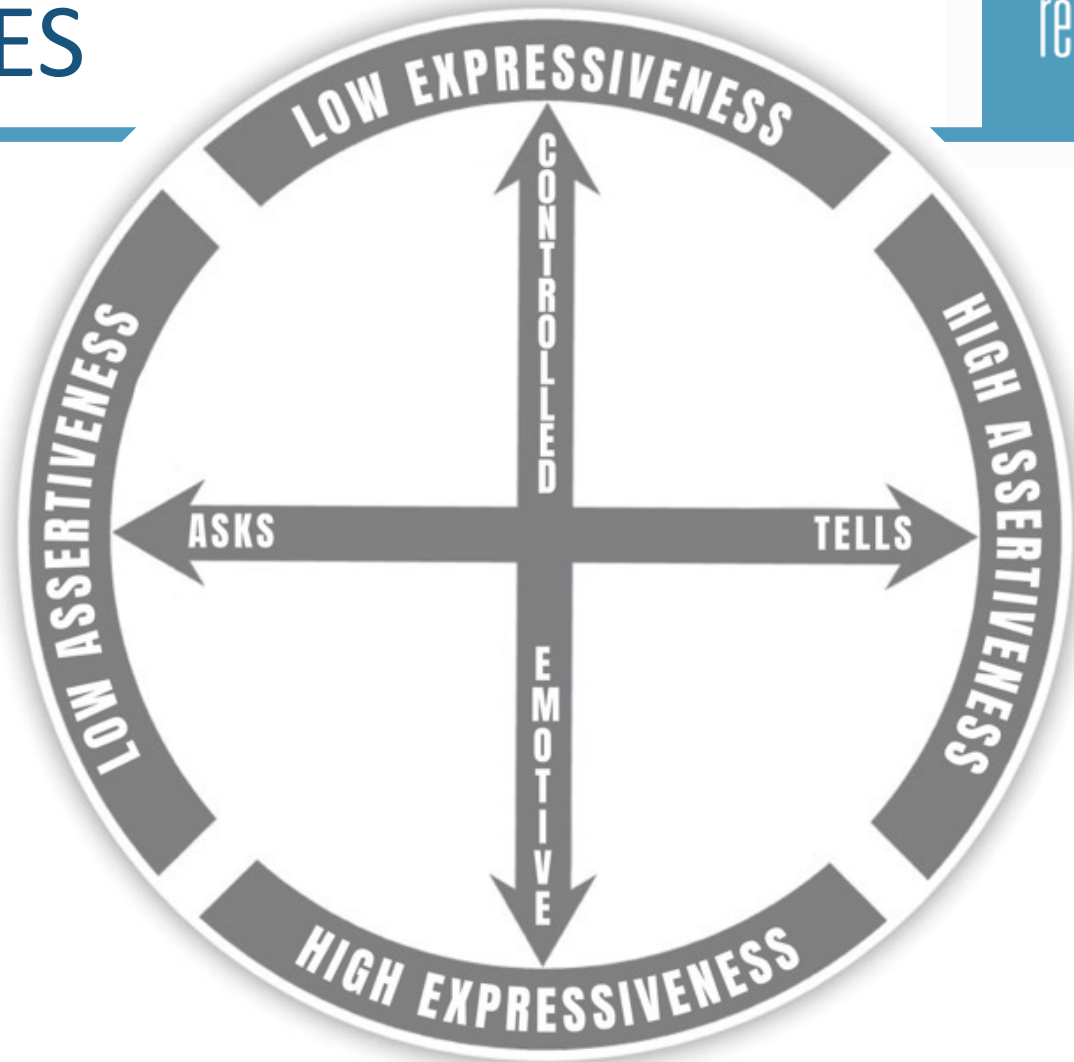
Learn how to manage challenging and crucial conversations more effectively

Consider preferred communication styles of our clients

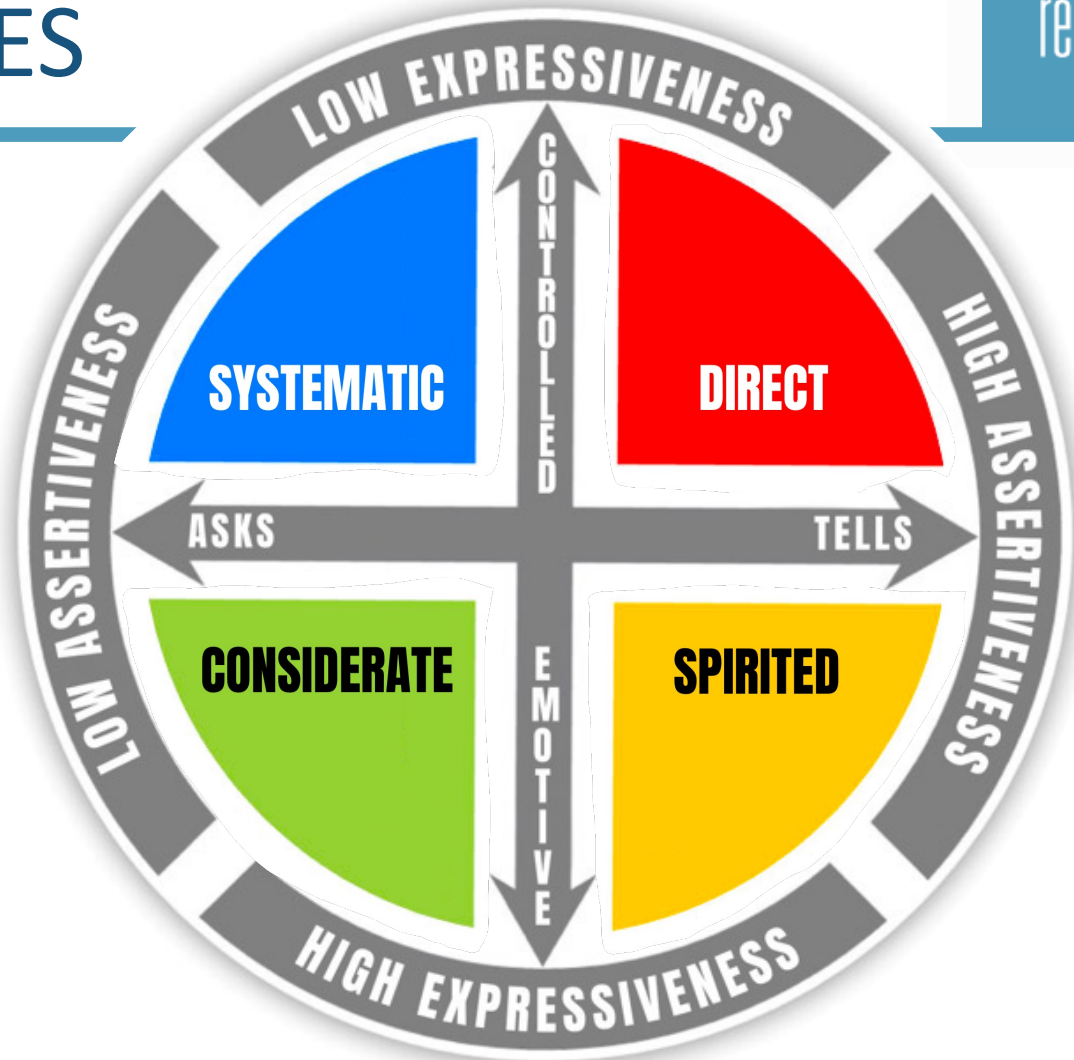
Explore the power of questioning

Practise

COMMUNICATIONS STYLE PREFERENCES



COMMUNICATIONS STYLE PREFERENCES



COMMUNICATION STYLE PREFERENCES

BLUE – SYSTEMATIC STYLE

Key behaviours to spot

- ❖ Show little facial expression
- ❖ Have controlled body movement with slow gestures
- ❖ Have little inflection in their voice, and may tend towards a monotone
- ❖ Use language that is precise and focuses on specific details

COMMUNICATION STYLE PREFERENCES

BLUE – SYSTEMATIC STYLE

Tips for managing a relationship with a systematic

- ❖ Promote stability and status quo – systematics are slow to adapt to change
- ❖ Let them consider the details and give them time to do so
- ❖ Allow opportunities to challenge and question the specifics

COMMUNICATION STYLE PREFERENCES

RED – DIRECT STYLE

Key behaviours to spot

- ❖ make direct eye contact
- ❖ move quickly and with purpose
- ❖ speak forcefully and quickly
- ❖ use direct language
- ❖ focus on end results

COMMUNICATION STYLE PREFERENCES

RED – DIRECT STYLE

Tips for managing a relationship with a driver

- ❖ Don't waffle – be brief, be bright, and be gone!
- ❖ Manage the timing of your crucial conversation
- ❖ Watch for signs of boredom and lack of patience

COMMUNICATION STYLE PREFERENCES

YELLOW – SPIRITED STYLE

Key behaviours to spot

- ❖ have wide range of facial expressions
- ❖ use rapid hand and arm gestures
- ❖ speak quickly with lots of animation and inflection
- ❖ use persuasive language

COMMUNICATION STYLE PREFERENCES

YELLOW – SPIRITED STYLE

Tips for managing a relationship with an expressive

- ❖ Offer opportunities for collaboration
- ❖ Be friendly and sociable – make them the centre of attention
- ❖ Don't bore them with details.

COMMUNICATION STYLE PREFERENCES

GREEN – CONSIDERATE STYLE

Key behaviours to spot

- ❖ have friendly facial expression
- ❖ make frequent eye contact
- ❖ use non-aggressive, undramatic gestures
- ❖ speak in soft tones with moderate inflection
- ❖ use supportive, encouraging language
- ❖ give high importance to building strong relationships
- ❖ friendly and approachable

COMMUNICATION STYLE PREFERENCES

GREEN – CONSIDERATE STYLE

Tips for Managing a Relationship with a considerate

- ❖ Be approachable and open to discussing how decisions make them *feel*
- ❖ Provide strong support structures to enhance feelings of security
- ❖ Seek their opinions, give them time to answer and show appreciation
- ❖ Don't push them to make quick decisions

QUESTIONING TECHNIQUE

OPEN-ENDED QUESTIONS

To open up dialogue

How...?
What...?

REFLECTIVE QUESTIONS

Paraphrase other person to create 'yes' confirmation

So, you...?

HYPOTHETICAL QUESTIONS

To offer tentative suggestion

What if...?



OTHER PERSON'S ASSERTION

"Sounds good..." **but** it will cost a lot of money"

OTHER PERSON'S ASSERTION

"Sounds good..." **but** it will cost a lot of money"

~~RQ: "So, you're concerned about the cost...?"~~

~~OQ: "So, what's your budget limited to...?"~~

OTHER PERSON'S ASSERTION

"Sounds good..." **but** it will cost a lot of money"

RQ: "So, the idea sounds okay...?"

OQ: "So, what do you particularly like about it...?"

And...

What would you like
to have happen?

And...

What else?

LISTENING FOR COOPERATION



HEAR the other person out without interruption



LISTEN for the 'BLUE' common ground
Locate the area of overlapping needs



RQ: REFLECT BACK the 'positive' BLUE
To gain other person's confirming "YES"

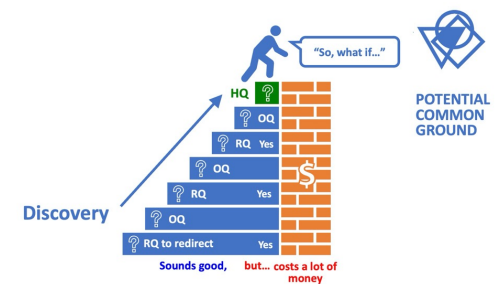
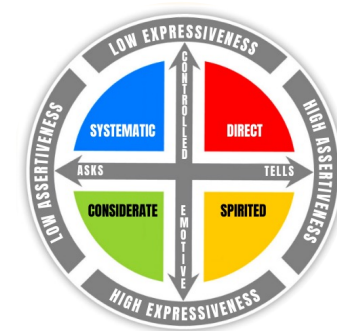


OQ: OPEN UP the other person's confirming "YES"
To gain more information on other person's needs

TO SUMMARISE

So, what have we discussed today?

- Four different communication preferences
- A Powerful questioning discipline to help you overcome blockers
- An opportunity to begin practising





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