



WEBCAST SERIES

Winning Well: Managing the Art of the Tough Conversation with Your Employees

March 31, 2016

2:00 pm ET / 11:00 am PT



Featured Speakers



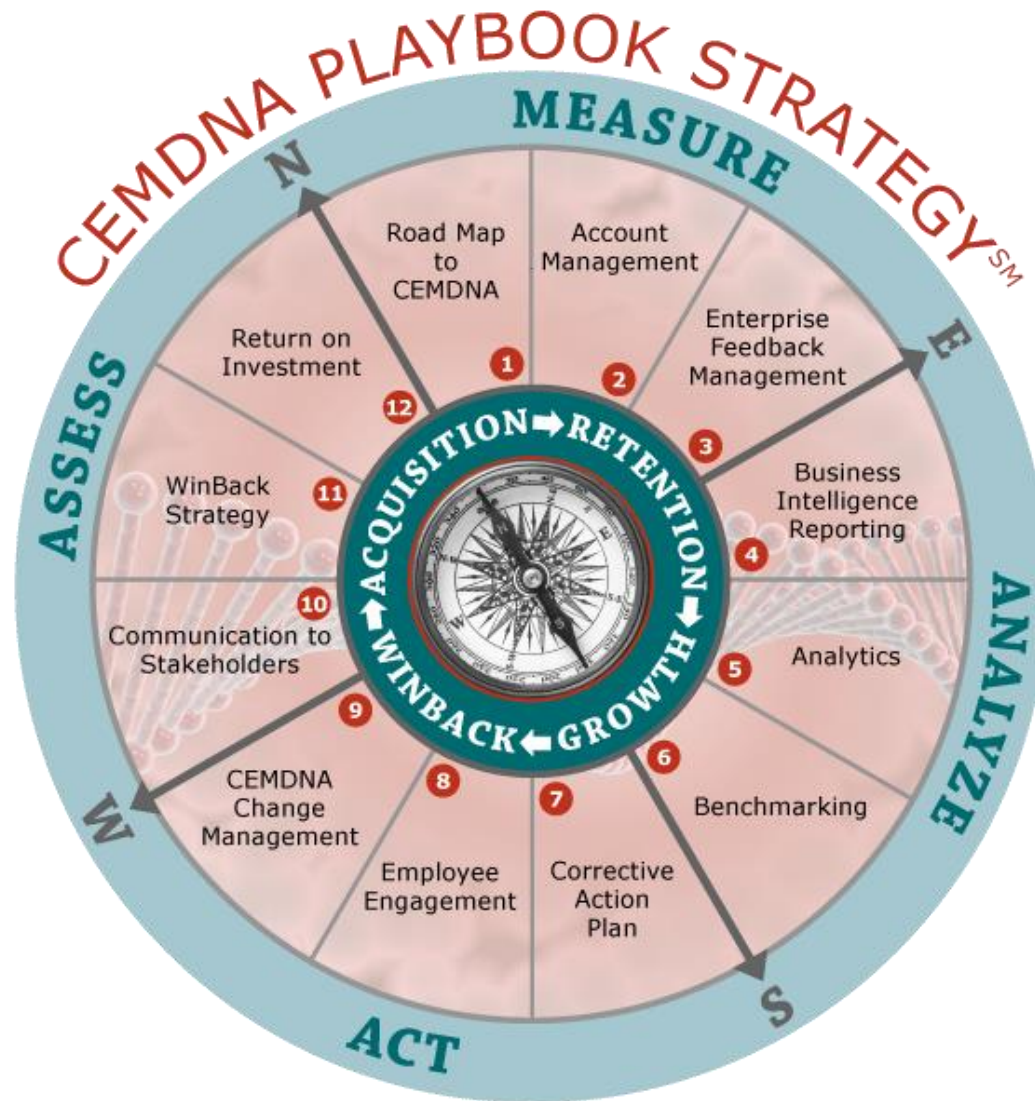
Karin Hurt
CEO
Let's Grow Leaders



Bill Bradley
VP, Marketing & Business Development



CEMDNA Playbook StrategySM



To Tell the Truth

*Managing the Art of
the Tough Conversation*

Karin Hurt





Winning Well Mindset

1





Confidence AND Humility



Confidence



The toughest
conversation
is the one you must
have with yourself.

#winningwell

Confidence



The toughest
conversation
is the one you must
have with yourself.

#winningwell

Confidence



Humility



The most
important
conversations
aren't about you.

#winningwell

Humility

Focus on Results

2





Set Clear Expectations



One good conversation
about expectations,
prevents 14
“Why didn’t you?”
conversations.

#winningwell

Set Clear Expectations

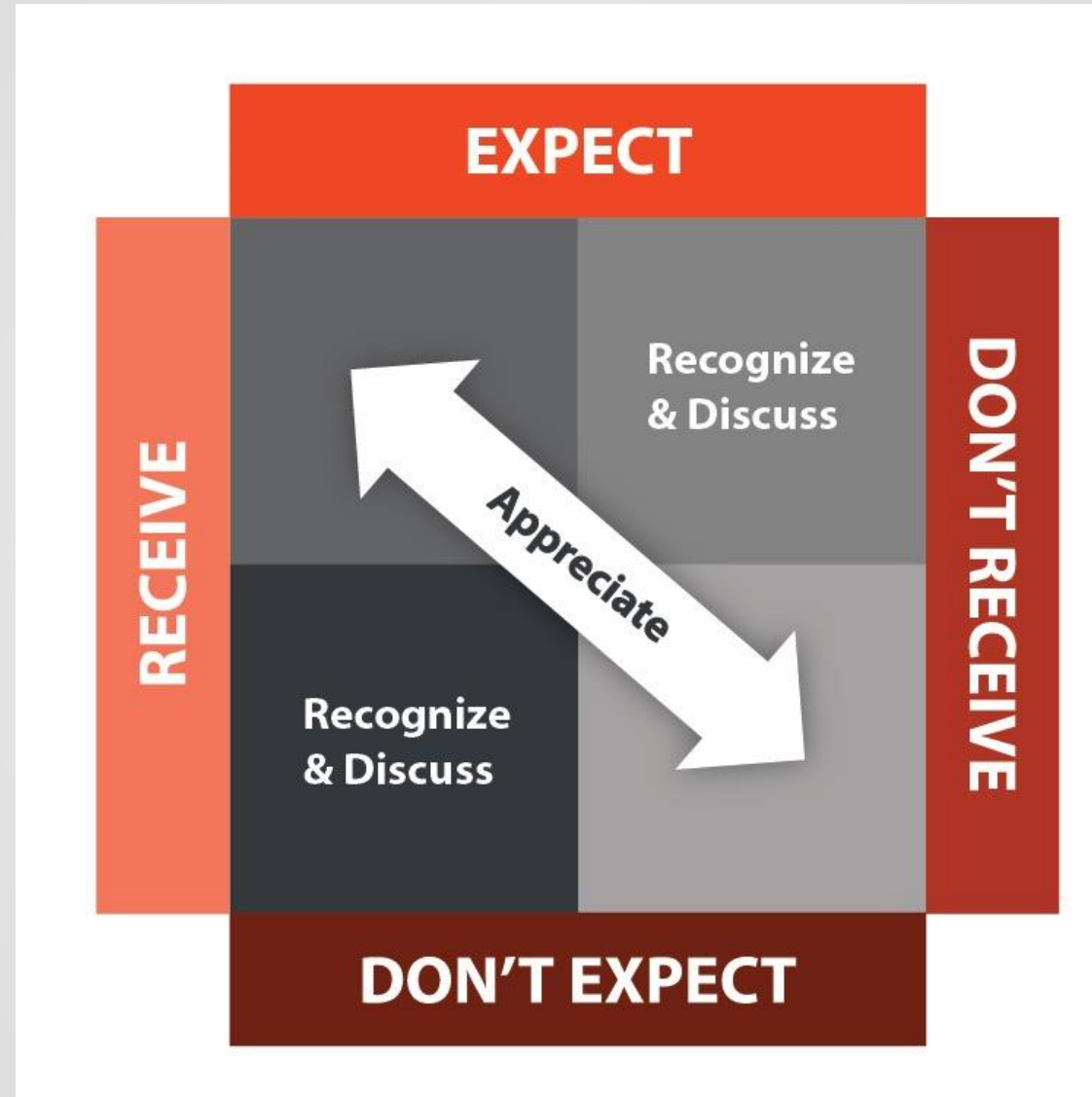
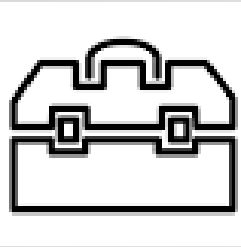
Have I clearly
defined the
finish line?

Have I checked
for
understanding?

Have I reinforced
the
expectations?

Have I closed the
loop with
celebration or
accountability?

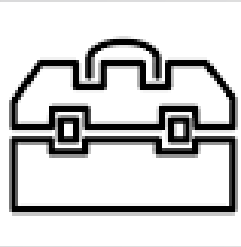






<https://www.youtube.com/watch?v=hhSkfELmnME>

Hold the right conversation



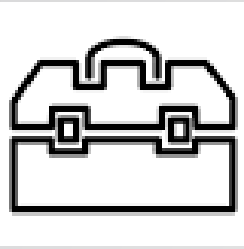


I've noticed you
have an odor.

That blouse
is undermining
your credibility.

I don't want to
date you
anymore.

INSPIRE direct conversation



I	Initiate
N	Notice
S	Support
P	Probe
I	Invite
R	Review
E	Enforce



I

Initiate

N

Notice

S

Support

P

Probe

I

Invite

R

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E

Enforce

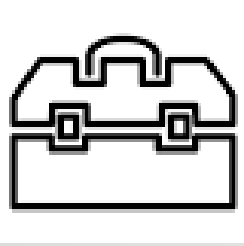
Relationships Drive Results

3





Connect Before You Inspect



The Art of Great Questions

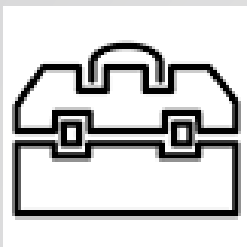
Questions to Address Disengagement

What is the one thing we could do to make it easier for you to do your job more effectively?

What makes you proud... or not proud... to work here?

What is most puzzling or difficult about this?





The Art of Great Questions

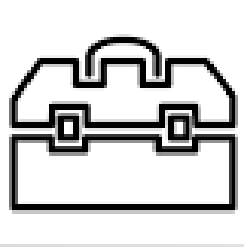
*Questions to Build Confidence
in Solving a Problem*

What options are you considering right now?

What have you done in the past in similar situations?

What's your biggest unanswered question about this situation?

Who do you think has the right experience to help you with this?



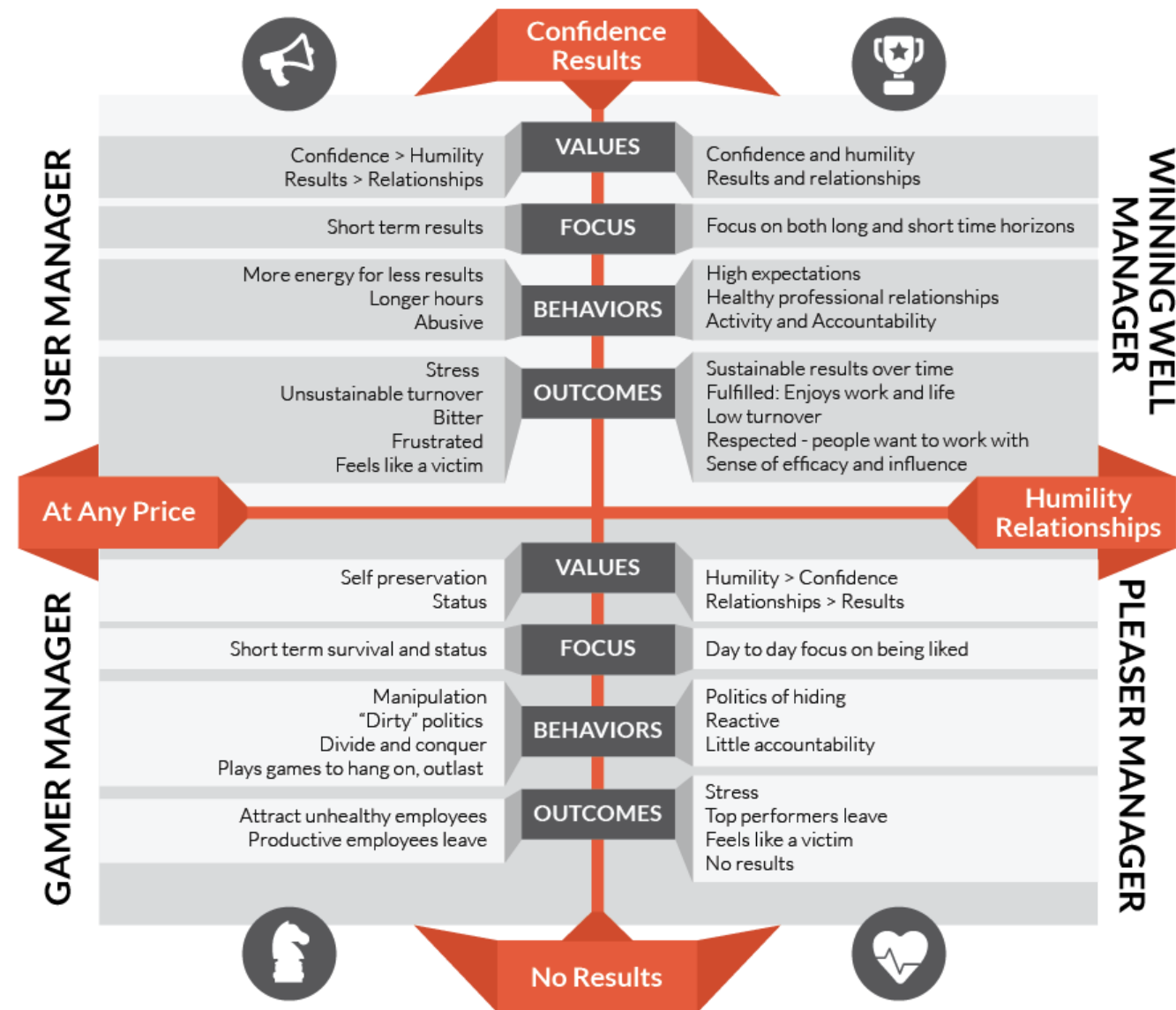
The Art of Great Questions

Questions to Help the Overwhelmed

What's something that's really hard for you to do but would really help you be more effective?

How can I help you right now?

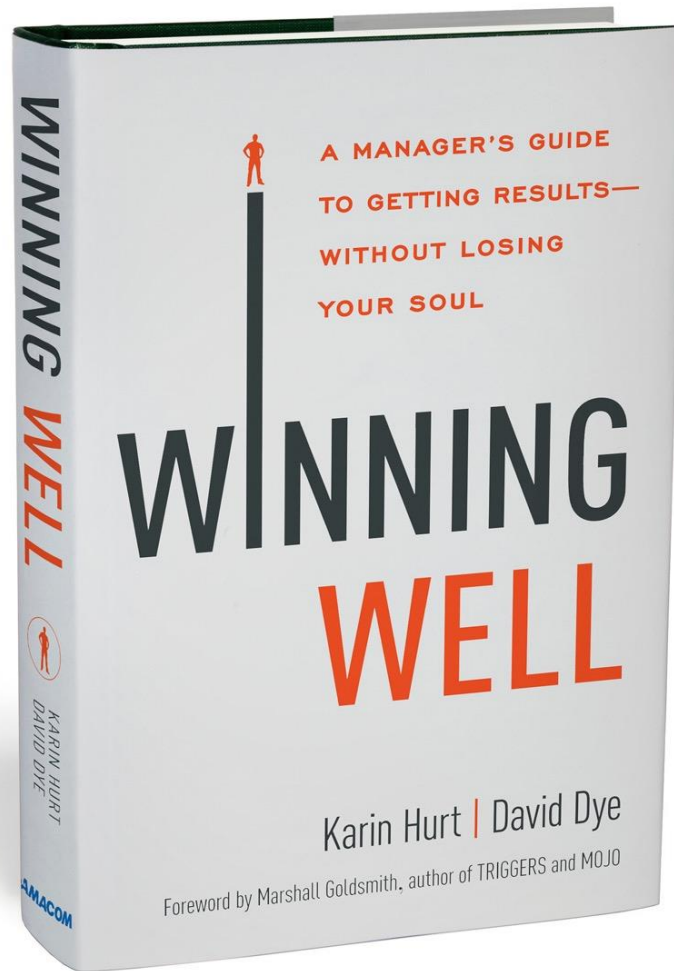
What people or resources would be helpful to you right now?



Winning Well



The price of silence



WINNING

WELL



KARIN HURT
DAVID DYE

AMACOM



A MANAGER'S GUIDE
TO GETTING RESULTS—
WITHOUT LOSING
YOUR SOUL

WINNING WELL

Karin Hurt | David Dye

Foreword by Marshall Goldsmith, author of TRIGGERS and MOJO



Thank You!

Q & A



Winning Well: A Managers Guide to Getting Results – Without Losing Your Soul

<http://letsgrowleaders.com/publications/>



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