

You Are Not A Frog

Workbook, CPD & Reflection Log



Episode 85: How to Have a Crucial Conversation with Dr Edward Pooley

We've all had difficult conversations in both our personal and professional lives. The discomfort they bring is not something that many people handle well. However, there can be a lot at stake during these discussions — especially when your work impacts the lives of other people. Fortunately, there's a way to navigate these crucial conversations with grace.

In this episode, Rachel speaks with Dr Edward Pooley, GP and expert in communication and time management. He explains how to make any discussion productive - even if there is conflict present.

Ed talks about common pitfalls during difficult conversations and how you can avoid these. He emphasises the importance of two-way communication and shares some tips on giving feedback. Through practise and the use of solid frameworks, we can all become better communicators.

Podcast Links

- Connect with Ed:
 - [Email](#)
 - [Ten Minute Medicine on Facebook](#)
 - [CORBS Feedback Model](#)
 - [BOCA Feedback Model](#)
 - [Permission to Thrive](#)
- [Getting to Yes](#) by Roger Fisher & William Ury
- [The Power of a Positive No](#) by William Ury
- [Never Split the Difference](#) by Chris Voss and Tahl Raz
- [Sign up here](#) for more FREE resources.
- [Email Rachel](#) or reach her on [LinkedIn](#) or [Twitter](#).
- Join the [Shapes Collective Facebook group](#).

QUOTE TO REMEMBER:

'I think it's really helpful to separate out these three streams of communication that we have whenever a conversation is difficult. We have what is said, we have the emotional content, and we have what the meaning of that conversation has on a person's identity.'

What You Will Learn from the Activity

This workbook goes through the major themes that Dr Ed Pooley discussed regarding navigating difficult and crucial conversations. Many questions ask you to reflect on your own experiences as a starting point for your improvement.

In the episode, he mentions that we tend to fail at communicating our preconceived thoughts. Most people also start conversations to point out a problem rather than give praise. By making your discussions with others more balanced, you can help put the people you talk to at ease.

Likewise, ensuring that the conversation flows both ways can significantly improve your discussions. So does depersonalising and expressing your emotions. Using frameworks such as the CORBS model can also make you into a better communicator.

Return to this workbook after you've had time to apply these principles to some real-life conversations. See how you've improved and continue to work on your communication skills so that you can navigate difficult and crucial conversations better.

Activity: Navigating Difficult Conversations at Work

Think about some of the trickiest conversations you've had over the years. What made these conversations difficult? What do you think you could have done to make these discussions easier?

What are the three streams of communication that we should consider when having a difficult conversation?

Think of a difficult conversation you've had recently. How did those streams show up?

How often do you engage in conversations to commend or praise people rather than raise a concern or indicate problems?

When was the last time you had a free-flowing conversation with someone else? Did you tend to speak most of the time, or was the discussion more balanced?

How does depersonalisation help prevent conversations from spiralling out of control? How can you create a safer space through depersonalisation?

What happens if you remove too much emotion from a conversation?

What are 'and' statements? How can you utilise them to avoid trying to soften the blow when giving bad news?

What is the CORBS model? How can it improve the way you deliver feedback?

Why is it crucial to reveal the story you have in your head about the situation?

Are there any other conversation frameworks that could help you become a better communicator? Write them down here.

CPD time claimed:

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