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# Women in Leadership

## *How to Prepare for Difficult Conversations*

# Introductions

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# Goals of this session

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- Understand the implications of recent research on management, including how the concepts presented here help manage stress, increase innovative thinking, and help performance.
- Identify our core values.
- Brainstorm the types of conversations that are difficult for you/where you think this will be important.
- Learn the 5 steps to managing a difficult conversation.
- Create an action plan to help them navigate these conversations in the future.

# Data - why do we fear difficult conversations?

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## • WHAT ARE THE FIVE MAIN CAUSES OF FEAR? Survey of 1,000 workers (US)

1. Not knowing how the other person will respond – 43%
  2. Not being able to get a point across clearly – 31%  
coming up
  3. Being in a confrontational situation – 29%
  4. Getting upset or emotional – 29%
  5. The other person getting upset or emotional – 21%
- 66% of people feel anxious or stressed if a difficult situation is coming up
  - 11% have nightmares

Data - what makes it particularly difficult for women to engage in these conversations?

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**Stereotype threat = Self-doubt**

# So what? Why does this matter?

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- Wage Gap - \$9,962 (in OUR field)
- Fewer women in higher / senior positions in our field of education abroad
- Lack of women in leadership roles across sectors worldwide
  - 6% of Fortune 500 CEOs
  - 19.4% US Congressional seats
  - 15% Leadership roles in the clergy

# What do we do about it?

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## The importance of Emotional Agility

What is it?

Can we grow it?

Watch this [3 minute video](#).

# “Values are Bedrock” - what are yours?

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- Authenticity
- Achievement
- Adventure
- Authority
- Autonomy
- Balance
- Beauty
- Boldness
- Compassion
- Challenge
- Citizenship
- Community
- Competency
- Contribution
- Creativity
- Curiosity
- Determination
- Fairness
- Faith
- Fame
- Friendships
- Fun
- Growth
- Happiness
- Honesty
- Humor
- Influence
- Inner Harmony
- Justice
- Kindness
- Knowledge
- Leadership
- Learning
- Love
- Loyalty
- Meaningful Work
- Openness
- Optimism
- Peace
- Pleasure
- Poise
- Popularity
- Recognition
- Religion
- Reputation
- Respect
- Responsibility
- Security
- Self-Respect
- Service
- Spirituality
- Stability
- Success
- Status
- Trustworthiness
- Wealth
- Wisdom



# What are the conversations we are most afraid of?

RAISES  
GIVING DIFFICULT FEED-  
BACK  
SAYING "NO"  
NEW JOB NEGOTIATION  
CONFRONTING Under-  
perform  
BEING SPOKES Person  
DISAGREERING  
ASKING FOR HELP

ASKING for Prof. Dev.  
ASKING for Staff  
ACKNOWLEDGING  
Weakness  
TALKING ABOUT  
YOUR STRENGTH

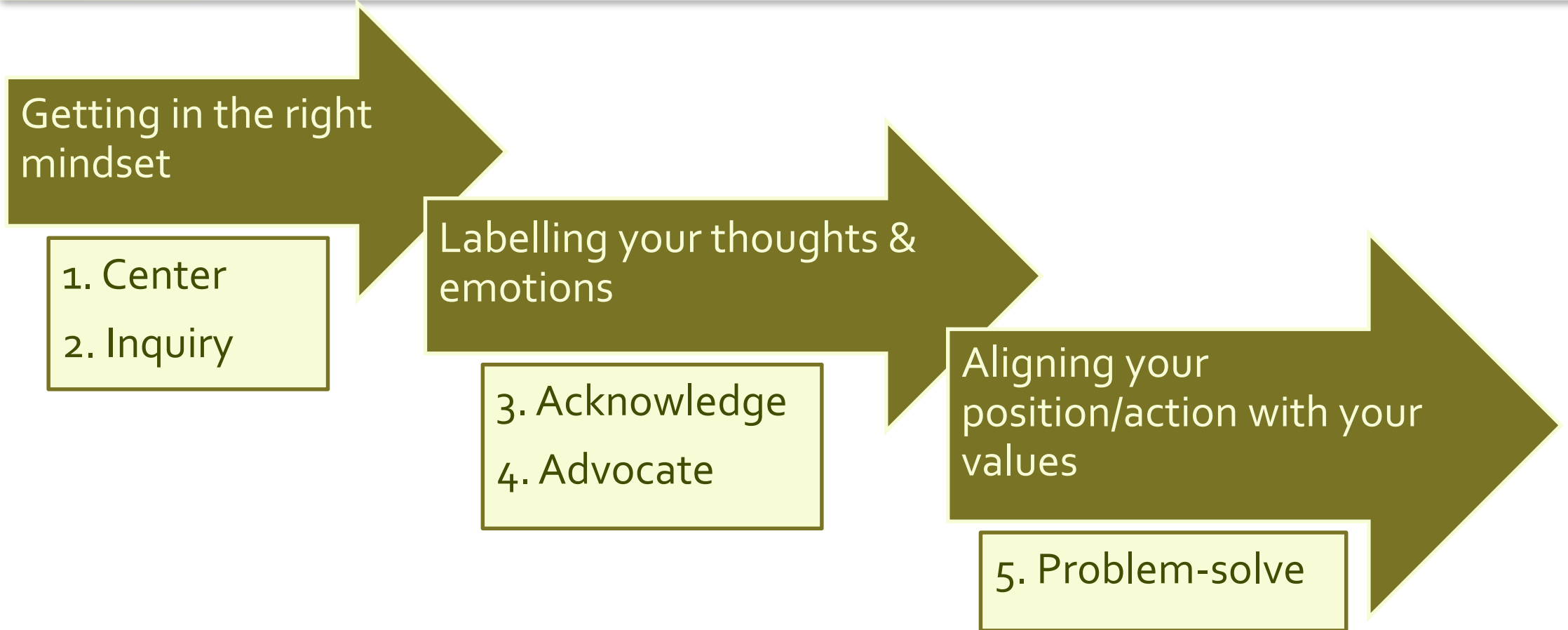
# Toolkit: 5 Steps to prepare for and have that conversation!

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1. *Center*
2. *Inquiry*
3. *Acknowledge*
4. *Advocate*
5. *Problem-Solve*

# Mapping Emotional Agility to the 5 Steps

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Step 1:

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Center

Step 2:

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# Inquiry

Step 3:

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# Acknowledge

Step 4:

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# Advocate

Step 5:

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# Problem-Solve



# Practice makes perfect

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How would you redo this script from either of these perspectives using the 5 Steps?

- Either Cecilia CEO who knew the conversation was coming and could plan for it (pro-active)
- Or Emma Employee who didn't know the conversation was coming (reactive)

Get in pairs or trios and discuss.

# Wrap-up and take-aways

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Think through the steps. What are your own challenges? When do you find it difficult to act on your own values (situational, personal, etc.).

Make a commitment to engage in your next difficult conversation using these tools. What will you commit to doing in your next difficult conversation?

Write down your commitment.

# Thank you!

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