Women in Leadership

How to Prepare for Difficult Conversations
Introductions

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Goals of this session

• 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?

WHAT ARE THE FIVE MAIN CAUSES OF FEAR?

1. Not knowing how the other person will respond – 43%
2. Not being able to get a point across clearly – 31%
3. Being in a confrontational situation – 29%
4. Getting upset or emotional – 29%
5. The other person getting upset or emotional – 21%
Data - what makes it particularly difficult for women to engage in these conversations?

Stereotype threat = Self-doubt
So what? Why does this matter?

- 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?

The importance of Emotional Agility

What is it?

Can we grow it?

Watch this 3 minute video.
### “Values are Bedrock” - what are yours?

What are the conversations we are most afraid of?

RAISES
GIVING DIFFICULT FEEDBACK
SAYING "NO"
NEW JOB NEGOTIATION
CONFRONTING UNDERPERFORMING PERSON
BEING A SPEAKER
DISAGREEING
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!

1. Center
2. Inquiry
3. Acknowledge
4. Advocate
5. Problem-Solve
Getting in the right mindset

1. Center
2. Inquiry

Labelling your thoughts & emotions

3. Acknowledge
4. Advocate

Aligning your position/action with your values

5. Problem-solve
Step 1: Center
Step 2:

Inquiry
Step 3:

Acknowledge
Step 4: Advocate
Step 5:

Problem-Solve
Practice makes perfect

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

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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