

“When you assume positive intent, you **invite clarity** instead of conflict”

Get Clear on Purpose & Mindset

Clarify Your Why: What’s the goal of this talk?
Choose **curiosity** over **judgement**.
Ask open questions, stay inquisitive.
Reframe **‘difficult’** as **‘important.’**

Prepare & Structure

Map the Territory:
Plan discussion, order & outcomes

Use SIBC

Situation: What happened?

Behaviour: What did you observe?

Impact: How did it affect you/your team?

Change: What’s needed instead?

Communicate with Clarity & Kindness

Clear is Kind: Focus on facts, not emotion. Keep your tone **simple & human**.

Embrace silence: Discomfort drives growth.

Your voice defines your values.
Use it well.

“**Growth** happens at the edge of **support & challenge**”

Inspire as a Cheerleader:
Acknowledge strengths

Challenge as a Critic:
Give constructive feedback

Guide as a Coach:
Ask questions, co-create solutions

“Every time you give feedback, **invite feedback**”

Act Promptly, Not Perfectly

Avoid using **‘busy’** as an excuse.
Delaying tough talks only **builds anxiety**

You can’t walk on a lumpy carpet - unresolved issues don’t flatten themselves.

Listen, Reflect, Improve

Actively Listen.

Ask Questions:
Deepen understanding before responding

Reflect & Iterate:
What did/did not work, and why?