

FLM Webinar

January 13, 2026

Engaging in Difficult Conversations

aka - Brave Communication



Webinar Objectives

- Conflict - What is it & Why does it occur
- Foxhole Stories - Learning from experiences
- Consider REACT vs. RESPOND
- Gain tips for how to have difficult conversations



Does It Matter?

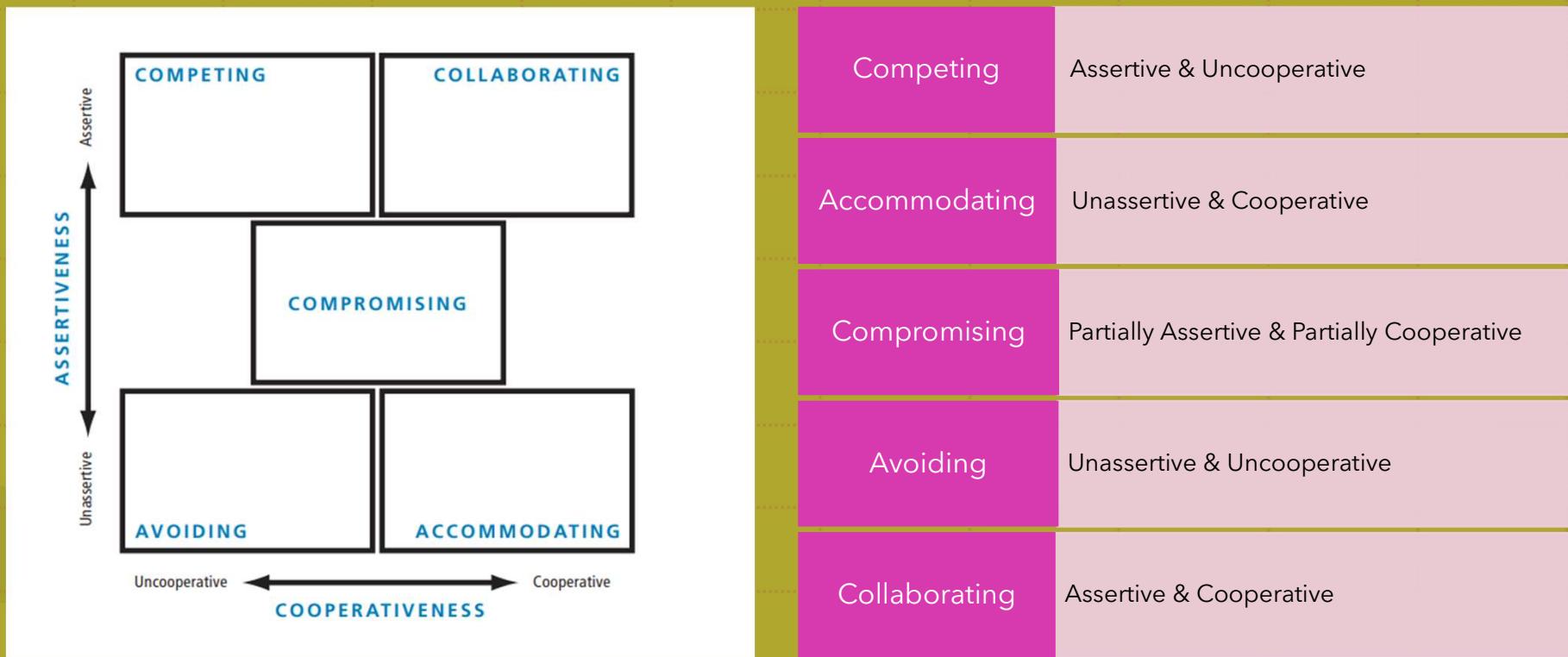


A photograph of two Gentoo penguins standing on a rocky, light-colored surface. They are facing each other with their heads tilted upwards and mouths wide open, likely communicating through a vocalization. The background is a soft-focus view of a cloudy sky and a body of water. A faint, light-colored grid is overlaid on the image, covering the entire frame.

Conflict

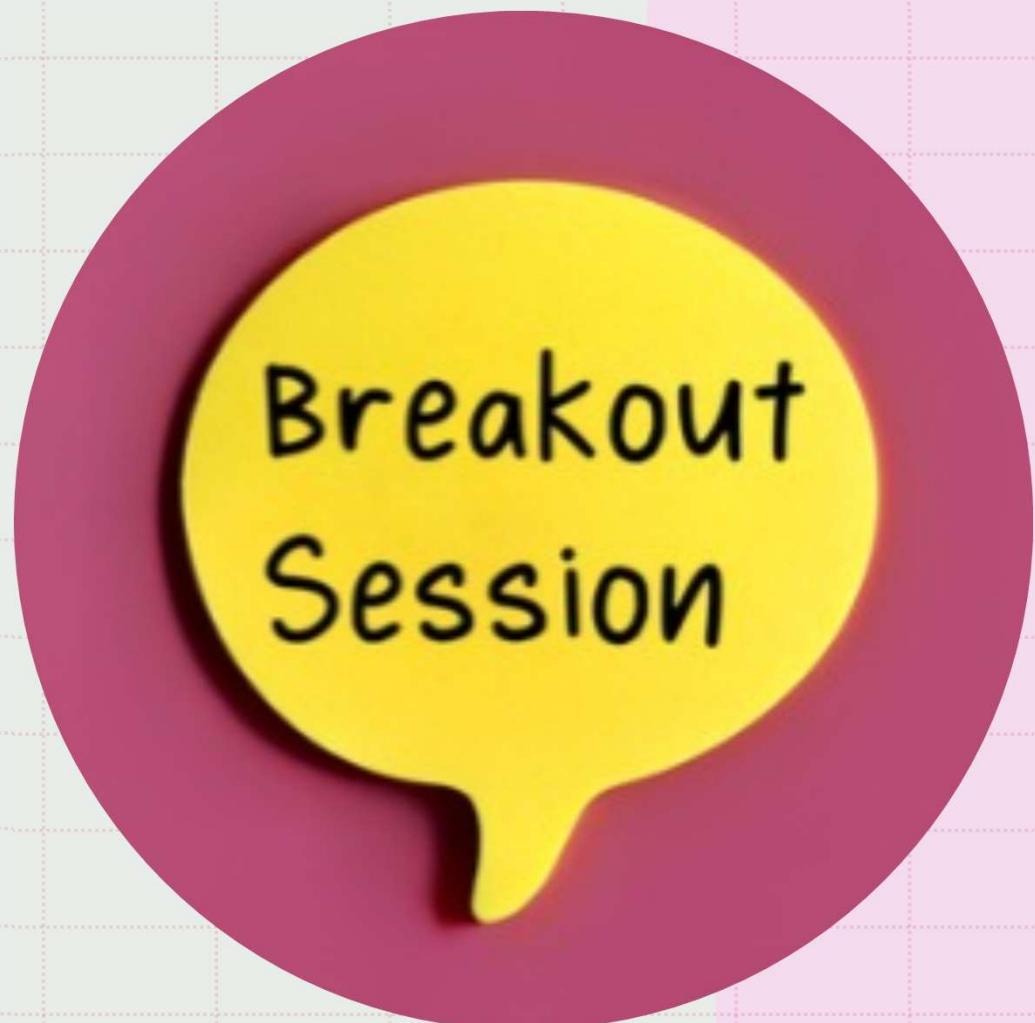
Conflict Handling Modes

From the article, *Making Conflict Management a Strategic Advantage* by Kenneth W. Thomas, Ph.D.



Breakout #1

- If you are honest with yourself, where do you fall on the Conflict-Handling Modes discussed on pages 2-3 of the article? (Competing – Accommodating – Compromising – Avoiding – Collaborating)
- Is all conflict bad/negative? Why or Why Not (include examples)
- What is the cost of mishandling conflict?





JENGA
Swahili – “To Build”



Foxhole Stories

Why “Brave Communication”?

- **BRAVE**

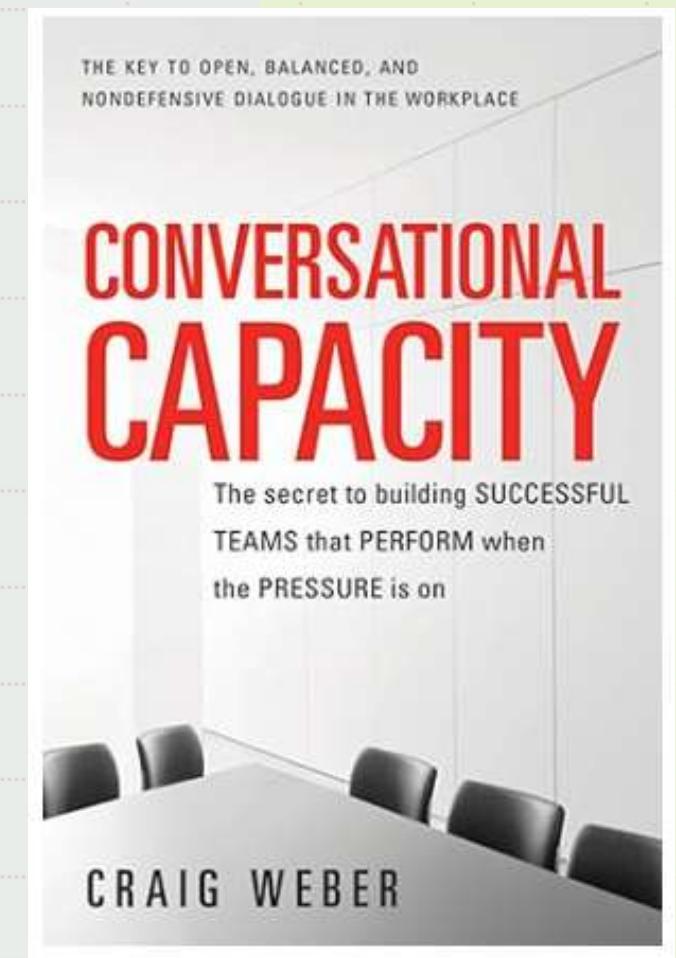
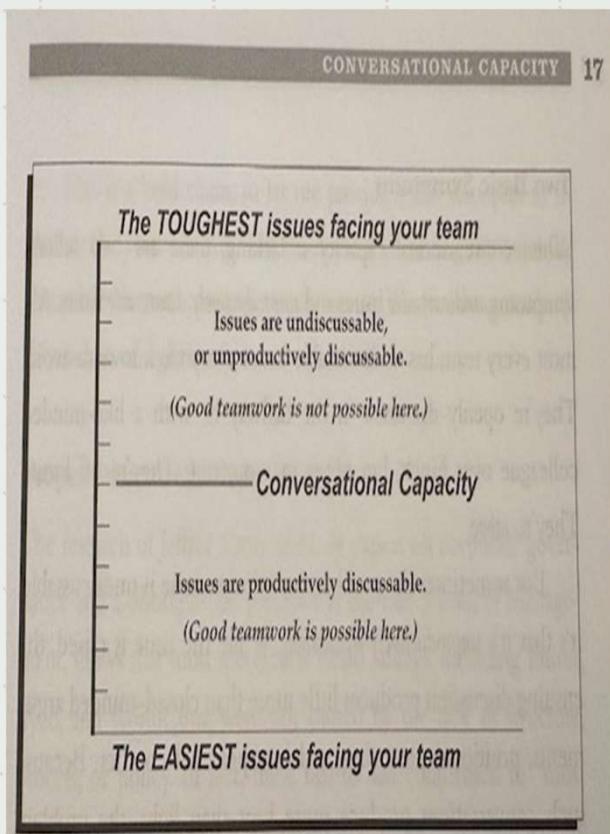
- “Possessing or exhibiting courage”

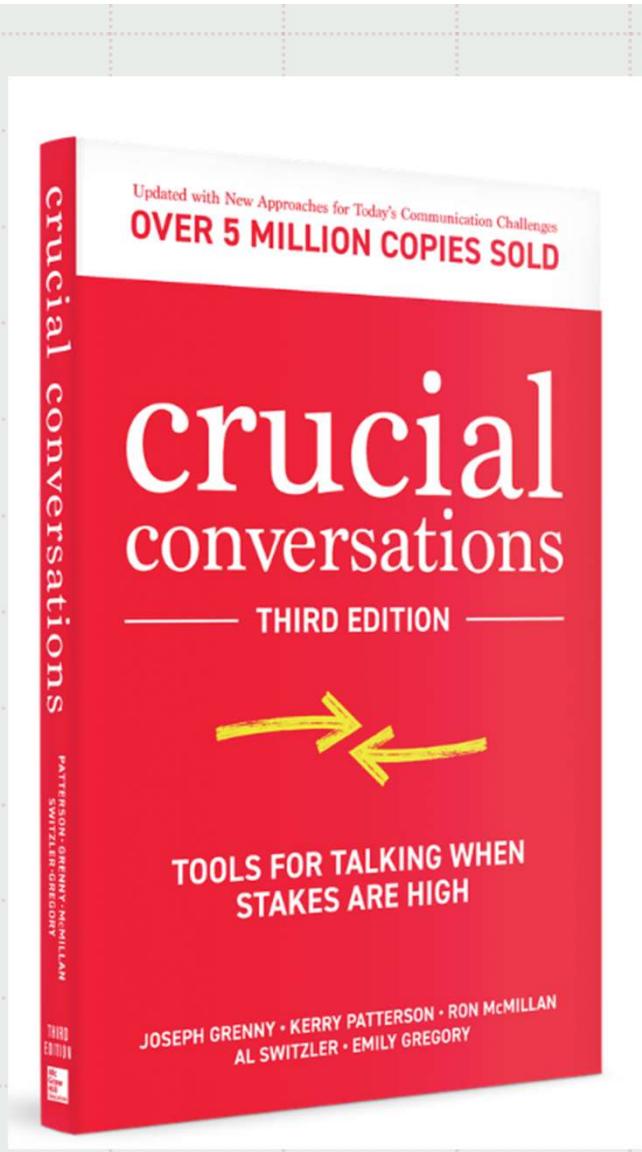
- **COMMUNICATION**

- “Transfer of Information”



Conversational Capacity



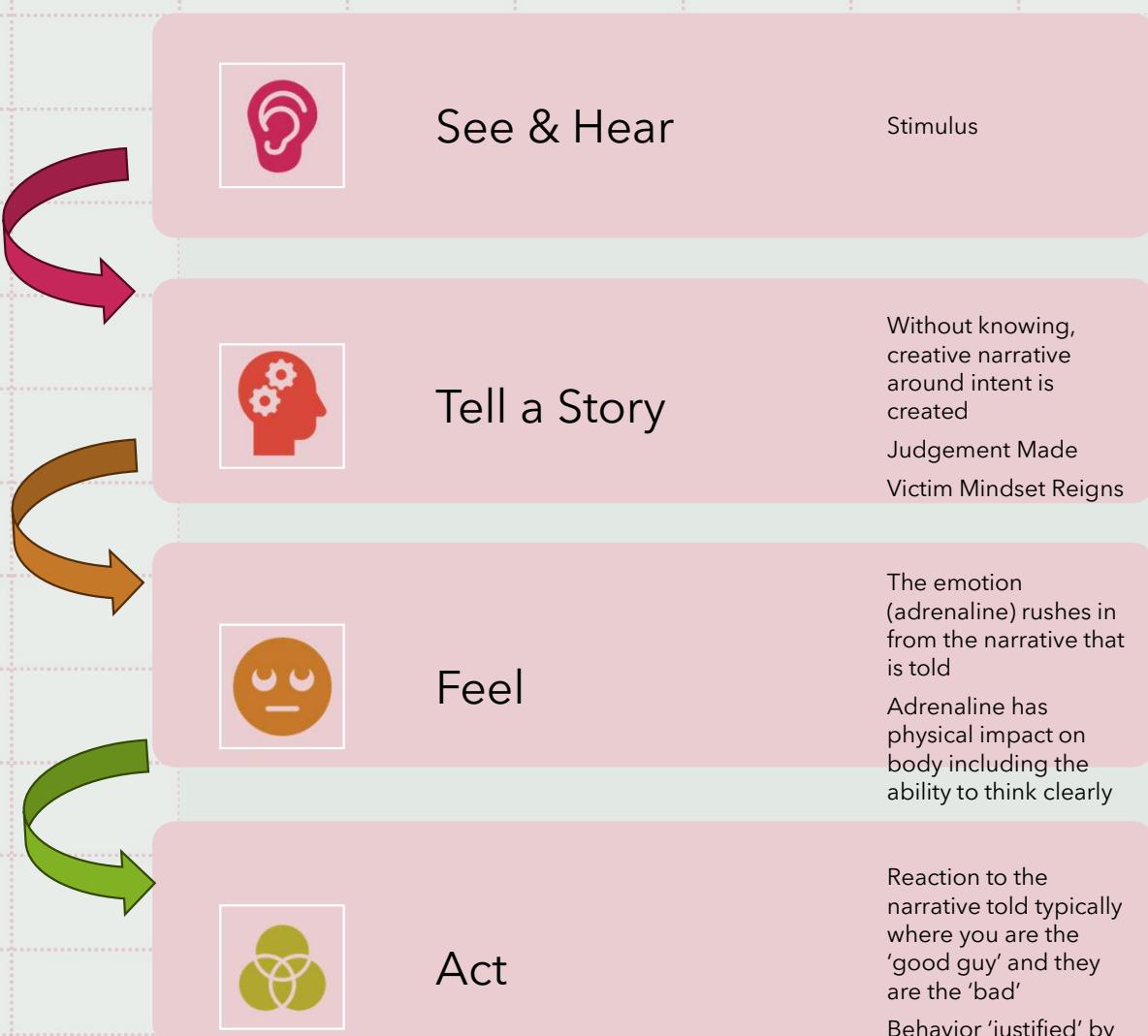


Crucial Conversations

- A discussion between two or more people where:
- (1) stakes are high
- (2) opinions vary
- (3) emotions run strong

Insiders Guide to a Reaction

Crucial Conversations
Chapter 6 – Mastering My Stories



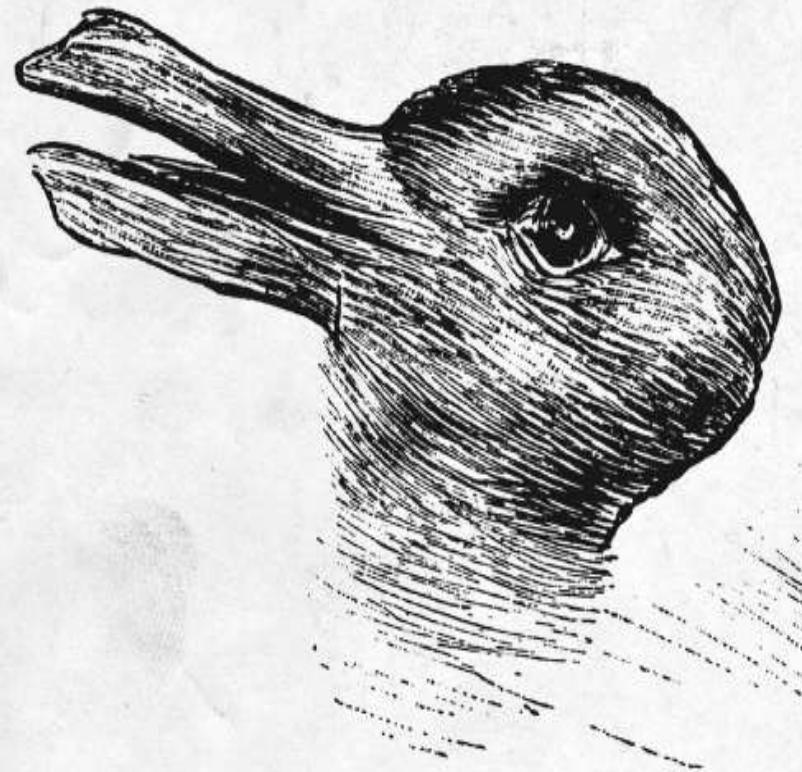
Perceptions

What do you see?



Perceptions

What do you see?



Viktor E. Frankl

- *"Between stimulus and response there is a space...in that space is our power to choose our response. In our response, lies our growth & freedom."*



Auschwitz
"Work Sets You Free"



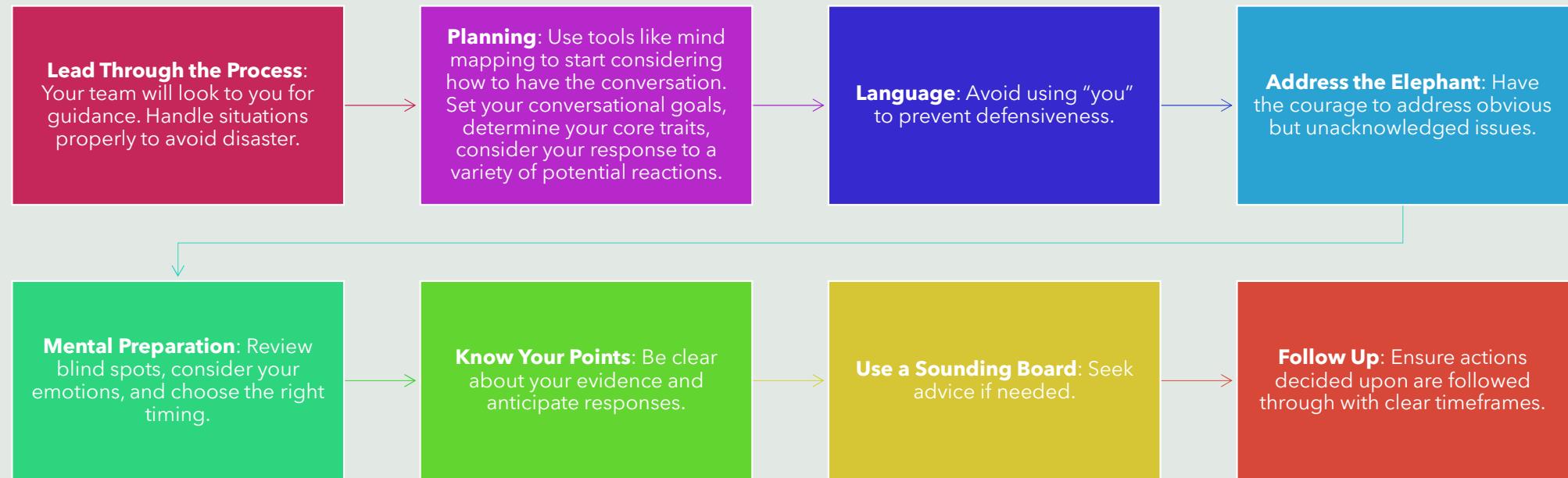


Breakout
Session

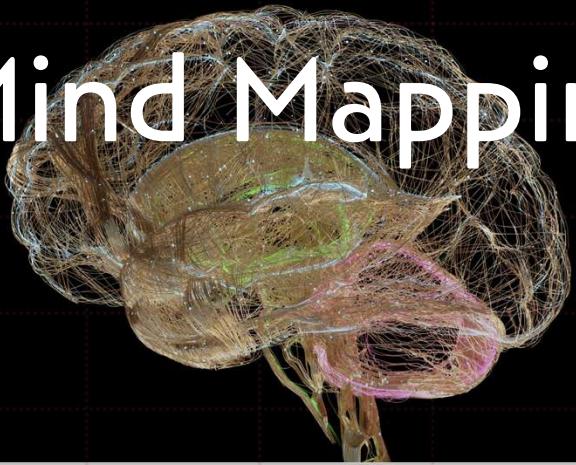
Breakout #2

- Who do you know that is amazing at handling conflicts? What actions/attitudes/behaviors do they exhibit?
- Since conflict is inevitable, what are proactive steps to do to improve?

How to prepare for Brave Communication



Mind Mapping



What Traits do I want to exhibit?

- Respect
- Integrity
- Willing to Listen
- Empathy
- Courage

Remember to:

- Acknowledge convo goal
- Maintain open mind
- Choose to Respond
- Don't be hijacked by emotion
- Own my part

Together,
develop a
path
forward.



Defined Goal

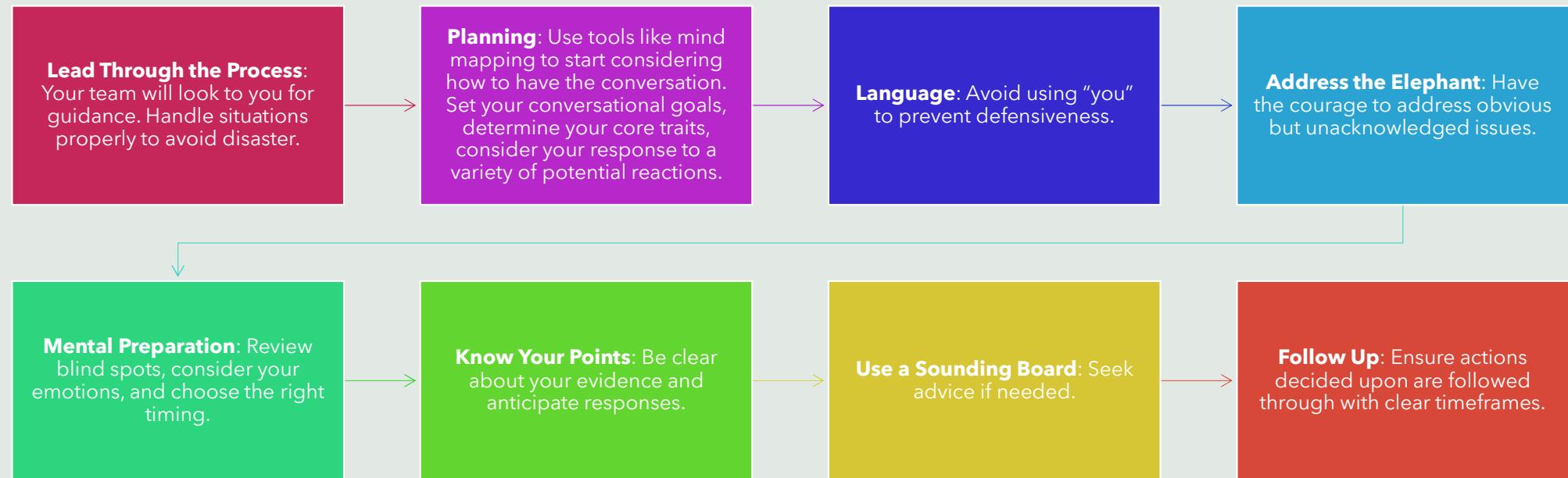
What if they get frustrated/angry/upset?

- Ask what they heard me say - clarify as needed
- If continues, land convo and consider another time to meet.

What if they are humble & own their part?

- Listen
- Thank them
- Determine next steps

How to prepare for Brave Communication





—”
**THANK
YOU**
”—”