



**READY
BRAVE
GO**

BRAVE CONVERSATIONS

FLORES, NARANG, LEITKO



THE FREEZE

...is a moment when you find yourself unable to easily speak or respond

FIGHT OR
FLIGHT'S
SILENT
COUSIN



**READY
BRAVE
GO**



FREEZING IS NOT 'CHOOSING' SILENCE

Your body gets hijacked

Your nervous system gets hijacked

You can't speak, even if you want to

You may giggle or nod

Sometimes you say yes (or no) to something you wouldn't have if given the time to process.



THE FREEZE

THE AFTERMATH



“I should have said something.”

“I can’t believe I didn’t say something.”

“I can’t believe I laughed when they said that.”

“I can’t believe I said ‘yes’ to that ridiculous request.”

“What’s wrong with me?”

THE SOCIAL ECOSYSTEM



“If it was that bad, why didn’t you say/do something?”

“You must have done something to provoke that.”

“You are too sensitive”

“It really doesn’t sound that bad. I think you overreacted.”

“Maybe you just don’t have what it takes to work here.”

“You have to know how to stand up for yourself.”

“That’s just the way they are. Don’t take it personally.”



BREAKING THE FREEZE

**READY
BRAVE
GO**



YOU'RE IN THE FREEZE!

ASK A QUESTION!

Break the freeze by turning the attention to the other person

GET CURIOUS!

Locate their intention, concerns, priorities, values

ENGAGE

MAKE A DECISION

EXIT

SHARE YOUR PERSPECTIVE

Your intention, priorities, values, concerns

TELL SOMEONE YOUR STORY

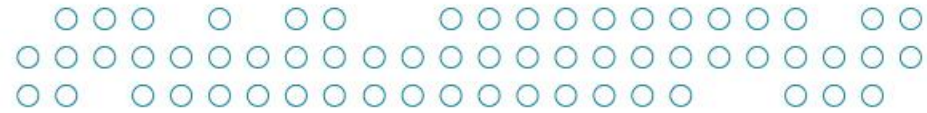
Share with a partner (peer, talent, manager)

MAKE AN ASK

Move to action and create accountability

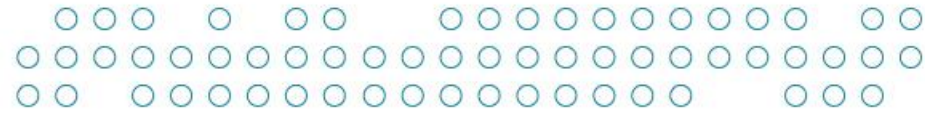
ASK FOR THE RIGHT SUPPORT

Listening, Coaching or Escalation



ASK A QUESTION BREAK THE FREEZE

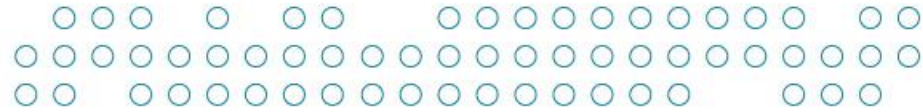




ASKING A QUESTION: WHAT IT DOES...

- **Ask them a question. Get off the spot.**
- They're now the ones talking.
- **Your brain counts to 10.**
- They're giving you more information
- **While you plan your next move.**

**THE PERSON WHO
CONTROLS THE
FLOW OF ATTENTION
IN A CONVERSATION
HAS THE GREATEST
POWER.**



ANY QUESTION WILL DO

ASK A QUESTION, ANY QUESTION

Why do you ask?

What inspired that question?

What do you mean?

Could you repeat that?

Say again?

Asking a question introduces a pause that helps to shift you out of the passive end of the interaction into an active role.



GET CURIOUS



READY
BRAVE
GO

GET CURIOUS ABOUT WHAT'S HAPPENING

PERSPECTIVE

It seems like from your perspective what's happening is _____.

MOTIVATION

It seems like your goal here is _____, is that true?

CONCERNS

It seems like what you're struggling with the most is _____, is that true?

VALUES/PRIORITIES/DESIRES

It seems like what's most important to you is _____, is that true?



CURIOSITY- WHAT IT DOES...

FOR YOU

- Cut through their ambiguity.
- Learn what conversation you are in.
- Locate their intentions, concerns, desires.
- See their reaction to having a mirror held up.

FOR THEM

- A means to feel heard and seen.
- An opportunity to clarify misunderstandings or share more information.
- An opportunity to gracefully de-escalate and increase psychological safety

READY
BRAVE
GO

**ONCE YOU KNOW
WHAT
CONVERSATION
YOU ARE IN, YOU
CAN DECIDE
HOW TO
PROCEED.**



MAKE A DECISION OR EXIT


**READY
BRAVE
GO**



THE POWER OF CHOICE

When you choose to **engage**,
you have the power to steer
the conversation.

When you choose to **exit**,
you have the power to get
support.



**IT'S RARE TO FEEL
GOOD IMMEDIATELY
AFTER, NO MATTER
HOW WELL IT GOES.**

YOU'RE IN THE FREEZE!

ASK A QUESTION!

Break the freeze by turning the attention to the other person

GET CURIOUS!

Locate their intention, concerns, priorities, values

ENGAGE

MAKE A DECISION

EXIT

SHARE YOUR PERSPECTIVE

Your intention, priorities, values, concerns

TELL SOMEONE YOUR STORY

Share with a partner (peer, talent, manager)

MAKE AN ASK

Move to action and create accountability

ASK FOR THE RIGHT SUPPORT

Listening, Coaching or Escalation



SHARE YOUR PERSPECTIVE

READY
BRAVE
GO



SHARING YOUR PERSPECTIVE

WHAT IT DOES FOR YOU

- Affirm your position.
- Reassert psychological safety.

FOR THEM

- Opportunity to show understanding.
- Opportunity to bolster psychological safety.



IF THE OTHER PERSON FEELS UNDERSTOOD AND SAFE, WE HAVE MORE ROOM TO ASSERT OUR POSITION.

PEOPLE WHO FEEL THREATENED DO NOT BUDGE.



ENGAGE – MAKE AN ASK

**READY
BRAVE
GO**



MAKING AN ASK

WHAT IT DOES

FOR YOU

- Puts you back in the driver's seat of the conversation (and them on the spot).
- Gives you another opportunity to learn more about what they are (and are not) willing to do.
- Gives you something to hold them accountable to in the future.

FOR THEM

- Gives them a chance to do the right thing and repair any harm.
- Gives them a chance to step into a new (more favorable) role.
- Gives them a chance to make a counter

READY
BRAVE
GO



**AN ASK
INVITES THEM
TO STEP INTO
A NEW ROLE.**

