

2018 Indiana 4-H Leadership Summit

NAVIGATING DIFFICULT CONVERSATIONS

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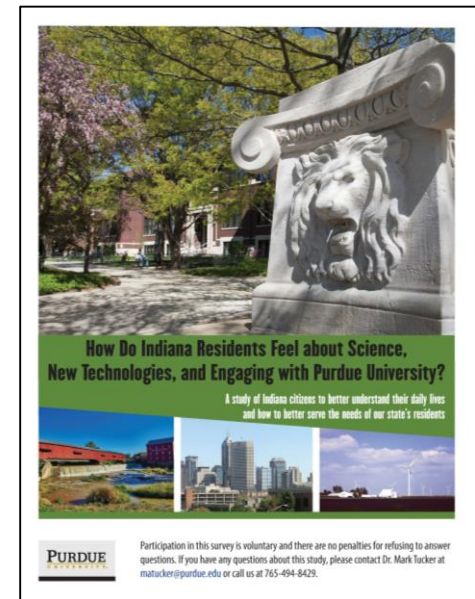
Navigating Difficult Conversations

2018 Indiana State Survey

Percentage of respondents agreeing with the statement:

“There is less respect in society today than there used to be.”

- a. 25%
- b. 45%
- c. 65%
- d. 85%**



(n = 961)

Navigating Difficult Conversations

What I've learned (and am still learning) ...

- Realize that many supervisors don't like to hear bad news
- Develop relationships with people – build social capital through repeated positive experiences (takes time)
- Allow emotions and nerves to settle before responding
- When conversations become heated, keep in mind the desired outcome
- Recognize that your nonverbal language is a source of information to others
- Beware of email's limitations
- Remember that others may be coping with crises in their personal lives (it's often not about us)



Navigating Difficult Conversations

What advice can you share with us today?

Navigating Difficult Conversations

Participants' Advice

- Be kind
- Have empathy for others
- Focus on the issue at hand, not the person
- Stick to the facts
- Be honest
- Don't ignore messages – respond/communicate
- If needed, use a mediator
- Be engaged
- Be an active listener (allow pauses after someone speaks; repeat key points)
- Consider timing of conversations (avoid times that are bad for you or for them)
- Be considerate of privacy (avoid discussing issues with others)
- Admit faults
- Be considerate

Scenarios





THANK YOU

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