

Borrowed Brilliance: how to approach hard conversations

Speaking out, setting boundaries and handling team conflict can all feel challenging. But learning how to handle these moments with intention can make a big difference.

We're borrowing brilliance from three past expert guests to help you navigate three types of hard conversation with more clarity and confidence.

Ideas for 3 types of hard conversations

When conflict happens in a team

When working styles clash, it's easy for small frustrations to build up.

Try a "how we work" conversation as a team. Compare preferences on things like time, speaking up and giving feedback.



More ideas in episode #146 with Amy Gallo

Speaking out when something feels wrong

Tension is your cue that something feels off. Noticing it helps you move closer to a clear no. Try acknowledging out it loud:

"I'm not comfortable with this yet - can you clarify what you mean?"



More ideas in episode #475 with Dr Sunita Sah

When you feel defensive

It's easy to get defensive in tricky conversations.

Try pausing and using a quick affirmation to reset yourself: *"I can listen without agreeing", "I'm going to listen without judging."*



More ideas in episode #207 with Celeste Headlee

Coach yourself

Which conversation am I avoiding, and what could help me approach it with more clarity?

