

Bronwyn Blagoev

Managing Difficult Conversations

Chat GPT thinks we are talking about...

Step into the shadows of the workplace, where conflicts breed like secrets in the night. I stand before you, a silhouette against the dim glow of city lights, head of the agency chasing down the whispers of misconduct in the hearts of local councillors in the Queensland twilight.

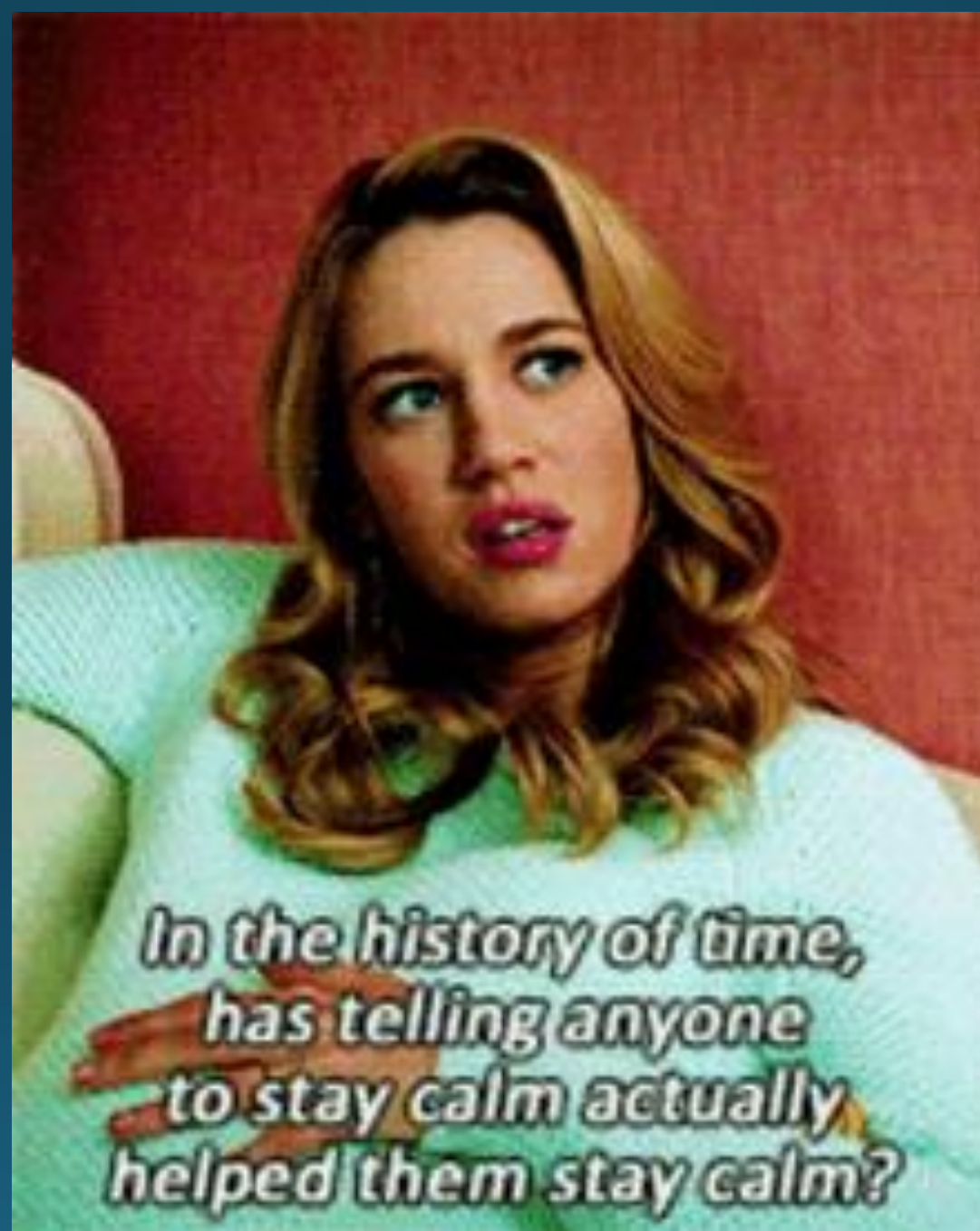
In the murky waters of public service, where deception dances with ambition, soft skills become the hidden daggers in our arsenal. Allow me to share the clandestine lessons forged in the crucible of my profession - a journey through the smoke and mirrors where communication is a code, and empathy is a silent weapon.

THIS IS CAPN
BIDEN SPEAKING,
ALL IS WELL



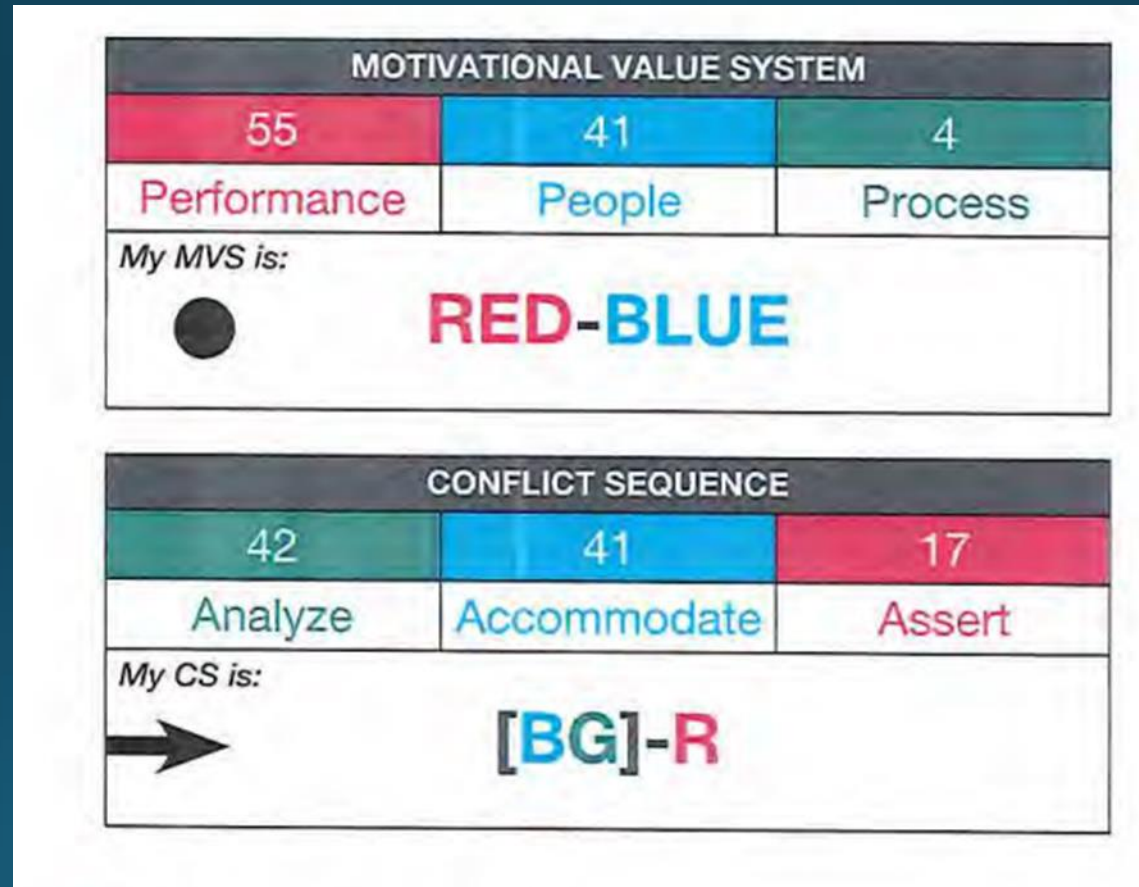
Political Astuteness..

1. Personal skills
2. Interpersonal skills
3. Reading people and situations
4. Building alignment and alliances
5. Strategic direction and scanning.



*In the history of time,
has telling anyone
to stay calm actually
helped them stay calm?*

CoreStrengths Profile

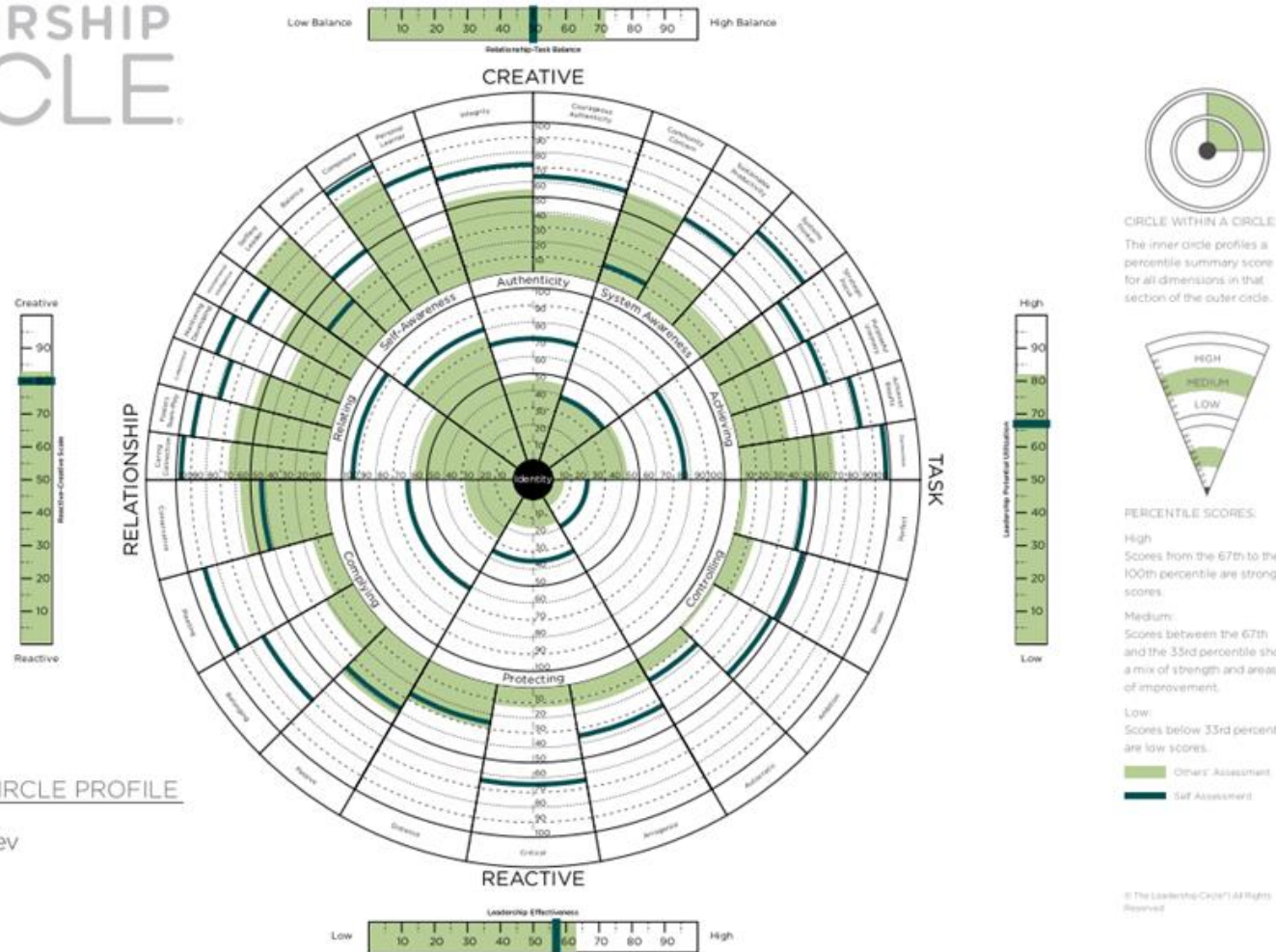


Me sitting in a meeting that could've been an email:



Leadership Circle Profile

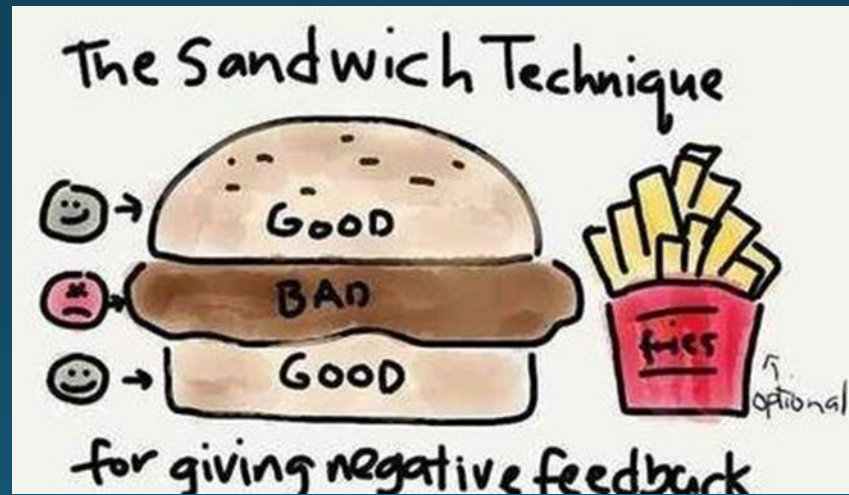
LEADERSHIP CIRCLE



LEADERSHIP CIRCLE PROFILE

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The Sandwich technique..



Difficult workplace conversations..

1. Work backwards
2. Plan
3. Be compassionate
4. Focus on what you're hearing, not saying
5. Don't put it off
6. Get the issue on the table and move on
7. Use your emotional intelligence



HERE IS TO STRONG WOMEN



**MAY WE KNOW THEM, MAY WE
BE THEM, MAY WE RAISE THEM**