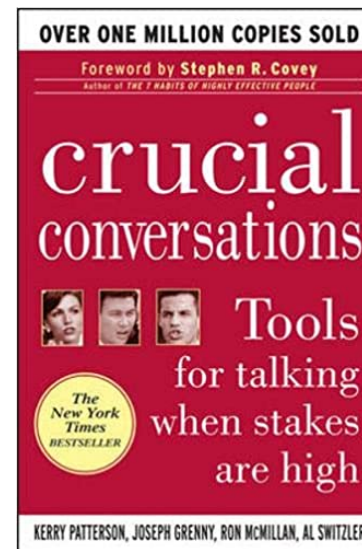
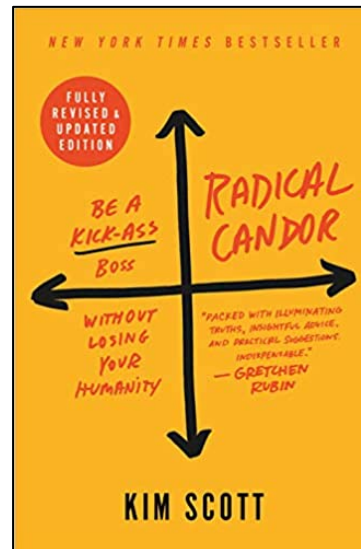




# Difficult Conversations: Accountability, Candor, and Understanding

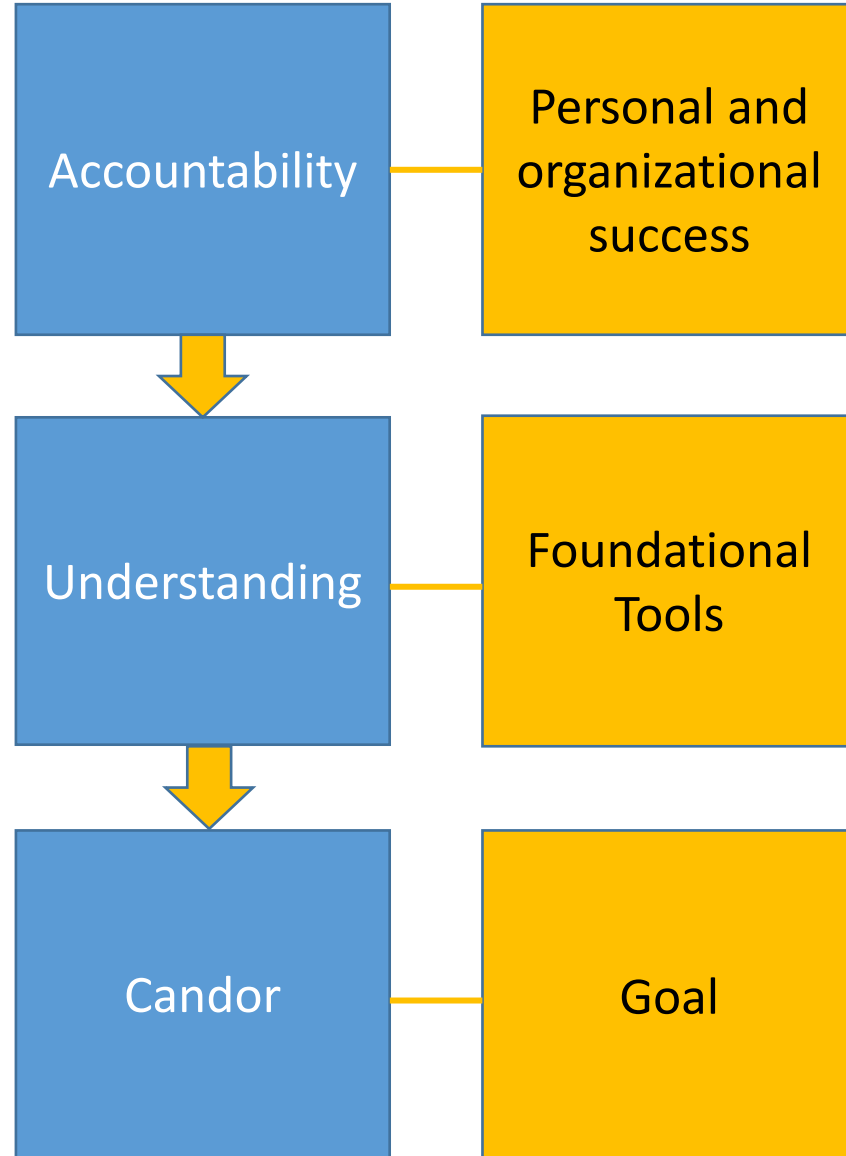
David Borrok, Kwame Awuah-Offei, Susan Murray





# ALD

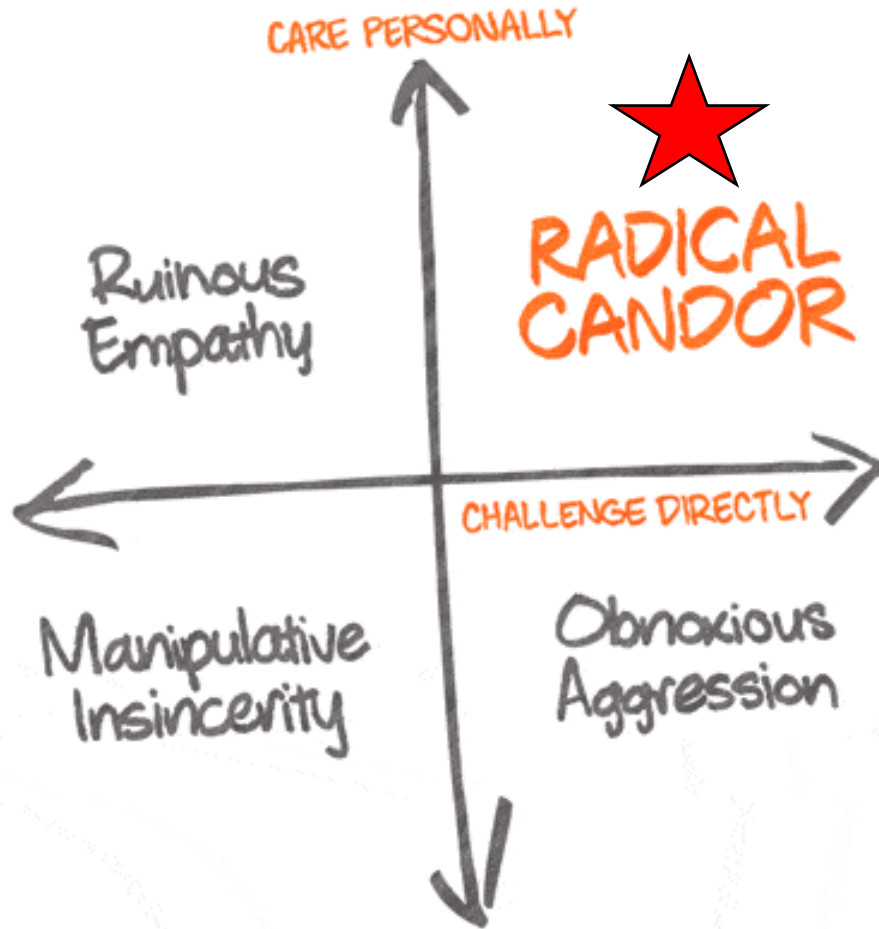
Academic Leadership  
Development



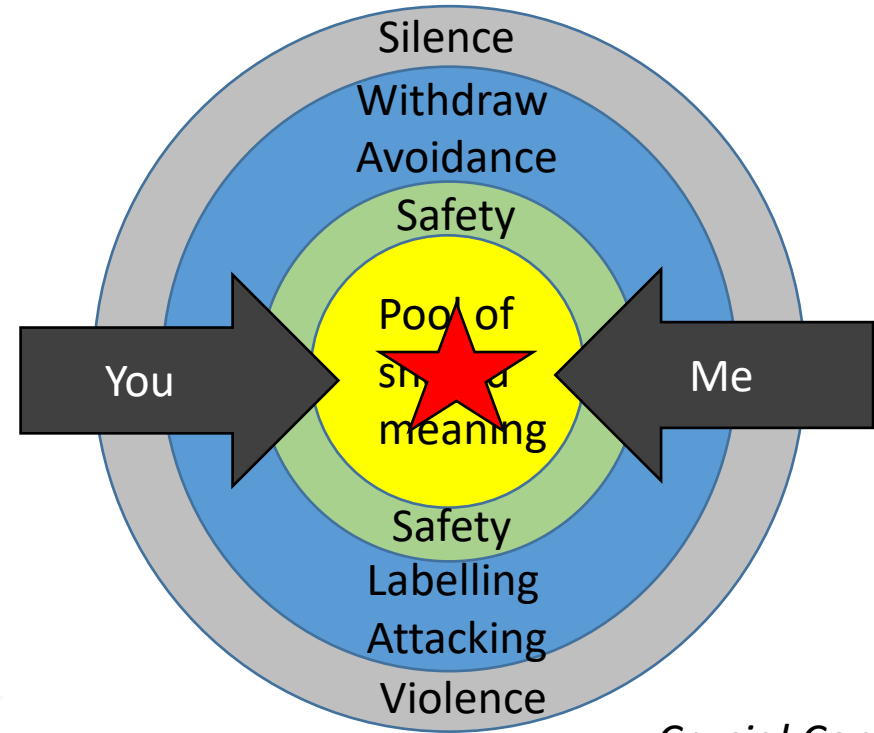


# ALD

Academic Leadership  
Development



*Radical Candor*  
Kim Scott

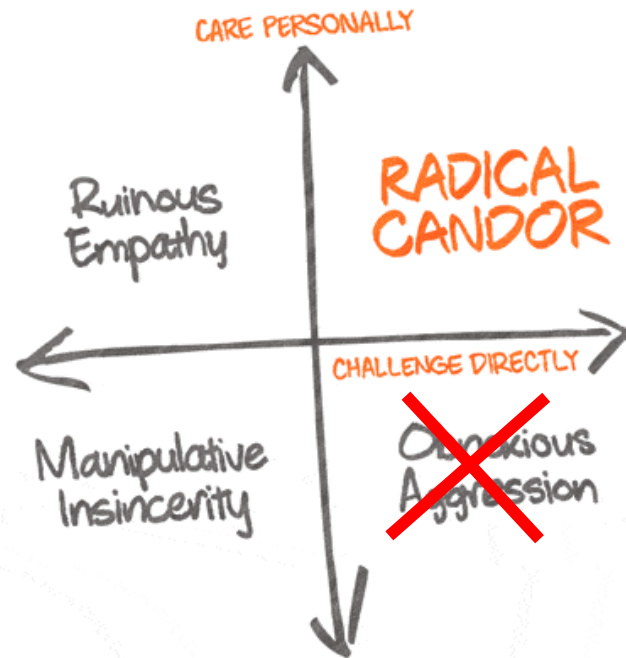


*Crucial Conversations*  
Patterson et al.



# ALD

Academic Leadership  
Development



[resourcefulmanager.com](http://resourcefulmanager.com)

"SO WHICH WORD IN THE MEMO DID YOU NOT UNDERSTAND?"



## Understanding: Developing trust, compassion, and respect

- The purpose of the conversation needs to be pure and transparent.
- Start with trust. Deal in facts, not motives, to create a safe space.
- Start with the end goal in mind and also be clear to say what you don't want.
- Stay on message and goal.
- It is OK to show emotions, but don't let emotions drive the conversation.
- Find mutual purpose.





# Zoom breakout rooms

For the next 15 minutes you will move into pre-assigned breakout rooms to discuss *one or more* of the following topics. After 15 minutes you will automatically return to the larger group chat where we will share the outcomes.

## Breakout session questions

- What tools or techniques have you used that were effective in moving conversations into the compassionate candor zone?
- What are some examples of the challenges you have faced with crucial conversations and compassionate candor?
- How has the current pandemic situation (or other societal issues) made it more challenging to achieve compassionate candor for you/others?