

Series 4 – Discussion Questions

Managing Difficult Conversations

- 1) When was the last time you walked into a conversation assuming you were right—and realized later that your thinking was off?**
SG What helped you recognize it, and how did it impact the relationship or outcome?
- 2) What does “leading with empathy, kindness, and curiosity” look like when you’re frustrated, defensive, or in disagreement?**
SG Be honest—what gets in the way of showing up that way, and how can you get better at it?
- 3) What BS (bias, assumption, fear) are you bringing into conversations that might be keeping you from truly hearing someone else?**
SG This invites people to reflect on how their personal culture or past experiences shape how they interpret others—before they even speak.
- 4) How does gossip, rumors, or passive-aggressive behavior show up in your workplace?**
SG What would it look like to shut it down with courage and respect?
- 5) Think about a time when someone gave you feedback—did you listen to understand, or just wait to defend your point?**
SG This will surface personal habits around defensiveness and how they impact trust, especially in leadership roles.
- 6) What part of your personal culture—your tone, your reactions, your assumptions—might be unintentionally contributing to a culture of silence or mistrust?**
SG How can you be better than your BS in everyday moments?