



# Candid Conversations that Drive Results

Most conflicts are not about one person being right and one person being wrong. Even the nicest, most reasonable people engage in conflict. Conflict is a natural byproduct of people having different needs, interests and goals.

Throughout “*Candid Conversations that Drive Results*,” you will learn a six-step process to enhance both your thinking & talking skills so that you can more effectively share tough messages in a way that maximizes candor and minimizes defensiveness.

The six-step process involves:

1. Identify your purpose for having the conversation, before you engage in it.
2. Consider the timing and location for the conversation.
3. Start with an opening statement that invites dialogue.
4. Communicate the facts, your interpretation and how you feel about the situation.
5. Encourage the other person to share his/her thoughts and feelings.
6. Keep your emotions in control.

Following is a “Candid Conversations Preparation Guide” to help you effectively plan and prepare for an upcoming candid conversation that you need to engage in.

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*As a speaker, author & entrepreneur, Tracy Butz empowers others to create the life they want to live.*

## Planning & Preparing for a Candid Conversation

Now it is time to bring all of the skills we've learned together. It's time to plan out a **Candid Conversation** that stands between you and some important result or relationship.

- What one specific issue/situation/relationship really bothers you, where you may even lose sleep over?
- Maybe you have tried to address this issue before, but it just didn't go well.
- Do you have a strained relationship with someone because you chose not to talk about it, in hopes it would go away?

### *Instructions:*

- Consider one problem you face at work or at home, that is important for you to confront and resolve. See the list below if you are having trouble thinking of one.
- Apply the skills and concepts you learned to this specific issue, preparing in advance using the "Candid Conversations Preparation Guide."

#### **Work Issues:**

- Mistrust
- Poor teamwork
- Quality/service issues
- Lack of effort
- Tardiness
- Safety issues
- Micro-managing
- Lack of direction
- Poor time-management
- Condescending nature

#### **Personal Issues:**

- Working too much
- Spending habits
- Lack of communication
- Consistently missing curfew
- Choice of friends
- Amount of alcohol consumption
- Work functions taking priority over home activities
- Frequently late
- Lack of contribution to family responsibilities

\*\*\*A master copy of the "Candid Conversation Preparation Guide" can be downloaded from [www.tracybutz.com](http://www.tracybutz.com) under the 'informational resources' tab.

"The will to succeed is important, but what's even more important is the will to prepare."

~ Bobby Knight

**CANDID CONVERSATION PREPARATION GUIDE**

**1 – Clearly Identify Your Purpose for Having the Conversation**

Why should you discuss this issue? What do you hope to accomplish? What's the ideal outcome?

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**2 – Consider the Timing and Location of the Conversation**

When do you plan to address this issue? Where will you have the conversation?

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**3 – Start with an Opening Statement that Invites Conversation**

Choose words carefully, avoiding the word 'you.' Be careful of how you sound and body language.

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**4 – Communicate the Facts, Your Interpretation and How You Feel**

What are the facts? What interpretation did you make? That led to what feeling and action?

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**5 – Encourage the Other Person to Share His/Her Thoughts and Feelings**

Why might this person feel this way? What's your role? Try to acknowledge other point of view.

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**6 – Keep Your Emotions in Control**

What verbal/non-verbal signs do you anticipate? If you become emotional and say something damaging, quickly and sincerely apologize and correct the misunderstanding.

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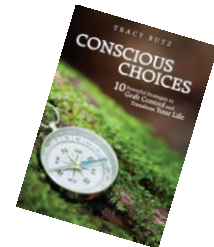
### *Speaker Biography*

Tracy Butz is a devoted wife, an energetic mom of three adventurous young men, a successful entrepreneur, a captivating author and a true inspiration to many. Whether it is for an audience of Choice who has inspired thousands of individuals to “Create the Life You Want to Live.” As a highly sought-after speaker, Tracy has delivered powerful, life-changing messages, encouraging her audiences to identify what is most important to them and focusing their decisions in that direction, creating a positive difference in their work, families and communities.



Tracy has 17 years of experience actively engaging both large and small size audiences, from a wide range of industries, including the US Army, McCain Foods Ltd, Miles Kimball, Kimberly-Clark, Dermatology Associates, Future Business Leaders of America, Head Start, Chamber of Commerce, and the American Staffing Association, just to name a few. She is best known for her authenticity and empowering audiences to become architects of their own lives. She delivers engaging, unforgettable keynote presentations to corporations, professional organizations, universities, and women’s groups across the country. She is well known for her captivating and dynamic delivery, often sharing real life stories in her presentations. Audiences can be found sitting on the edge of their seats, laughing aloud and brushing away tears as she masterfully recounts each story, aligned with a key point, an impactful meaning and an enduring message.

Tracy is the proud author of her new book entitled, *Conscious Choices: 10 Powerful Strategies to Grab Control and Transform Your Life*. It includes actionable ideas and strategies to transform your life by creating the life you want to live, rather than reacting to what life gives you. Tracy’s approach to living an engaged life will help you to realize how to overcome obstacles, decrease stress, enhance productivity, rediscover happiness and revitalize your appreciation for life and work through changing the way you think.



Tracy’s genuine personality combined with her busy family and work lives, provides her with more than ample astounding or laugh out loud moments to pass on to her audiences. She is a person that lives presently in the moment and enjoys those opportunities when ideal material for her keynotes lands perfectly in her hands.

Tracy loves life and is continually challenging herself to share her message and inspiration with others. She delivers the tools for today’s world, propelling her audiences to live more productive, passionate and purposeful lives.

*Inspiring. Dynamic. Impactful.*