

**GUESTED©**

A 7-step Process© to help deliver the difficult message in the most effective way possible.

The robust process has the acronym GUESTED© to help remember the various stages.

**G**et the message out straight away

The fundamental mistake that the vast majority of people make when having a tricky conversation, is BEATING AROUND THE BUSH.

**U**se Your emotional Intelligence

Research undertaken by the Global recruitment company, CareerBuilder, tells us that 71% of employers say they value EI (Emotional Intelligence) over IQ (Intelligence Quotient)

So, what is Emotional Intelligence?

EI is the ability to manage your emotions and understand and react to the emotions of others. It’s also about managing relationships effectively.

**E**mpathise with the other person

Essentially Empathy is the ability to understand the other person’s point of view. It doesn’t mean you have to agree with them, it does mean that you make a conscious effort to put yourself in their shoes an imagine the conversation from their perspective.

By doing this, you will have a better understanding of why they are reacting and behaving in this particular way.

**S**chedule in enough time for the conversation

When setting aside time for the difficult conversation, it is vital to put **more** time aside for it as opposed to less.

This is not the right occasion for you to be cutting the conversation short as there is somewhere else you need to get to.

You certainly don’t want to be looking at your watch and giving the impression that you are not fully committed to the conversation you are having in this present moment.

**T**ake Your Emotions out of it

Many people can get very emotional when they are having tricky and challenging conversations.

They might not like the responses they are getting from the other person or people and it will trigger certain emotions in them which can be unhelpful.

It can be very easy in these conservations to get caught up in a cycle where we start to argue with each other and get upset, defensive, frustrated or angry. This is called this the Behaviour Cycle

**E**xplain Your Position

It’s really important in these conversations to actively listen to the other person when they are stating their position and explaining where they are coming from.

Equally it’s just as vital that you explain and state your position in a calm and measured way.

**D**on’t make assumptions

The more you can talk about facts, figures and evidential information the better. It’s a really good idea to stick to the reality of what has happened and when; as opposed to perceptions and assumptions.

As soon as we start to assume how the other person is feeling or make assumptions about what has or hasn’t happened, we are moving into dangerous territory. Doing this can easily trigger the other person and emotions can flare up quickly from both sides.

Call to Action

If you would like to be more effective at having these conversations and find out more about GUESTED – you can gain free

access to the full video that gives you help at each stage of the process – to access this - please click on the link below.