



Tuesdays with Tony at Twelve  
Free Webinar  
**Tony Mayo**  
The Business Owner's Coach

# Tough Talk

Session 2  
April 03, 2018



# Tough Talk: Conversations that Make a Difference

Tony's 12 Step Program for conducting a difficult, stressful, or frightening conversation in a way that will create new possibilities for relationship and action.



**TONY MAYO**  
EXECUTIVE COACH



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# Conversations that Make a Difference

by Tony Mayo | For Business Owners, For Salespeople, Sales Techniques

Here is my **12 Step Program** for conducting a difficult, stressful, or frightening conversation in a way that will create new possibilities for relationship and action.

1. Get yourself *centered*.
2. Make sure the other person is willing to talk. Use my *Conversation Contract™*.
3. Help the other person feel safe. "We're friends and colleagues now and we'll still be friends and colleagues after this conversation." Easy on the relationship, rigorous on the topic.
4. Get a firm agreement on facts before delving into opinions. Be conscientious about distinguishing facts from opinions. "The client reported several misspellings in the report," is a fact. "Your work is sloppy," is an opinion.

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[www.TonyMayo.com/Tuesdays/](http://www.TonyMayo.com/Tuesdays/)



# Ad Hoc Topics

Add your questions to the “Chat” window.  
I will address as many as time allows.



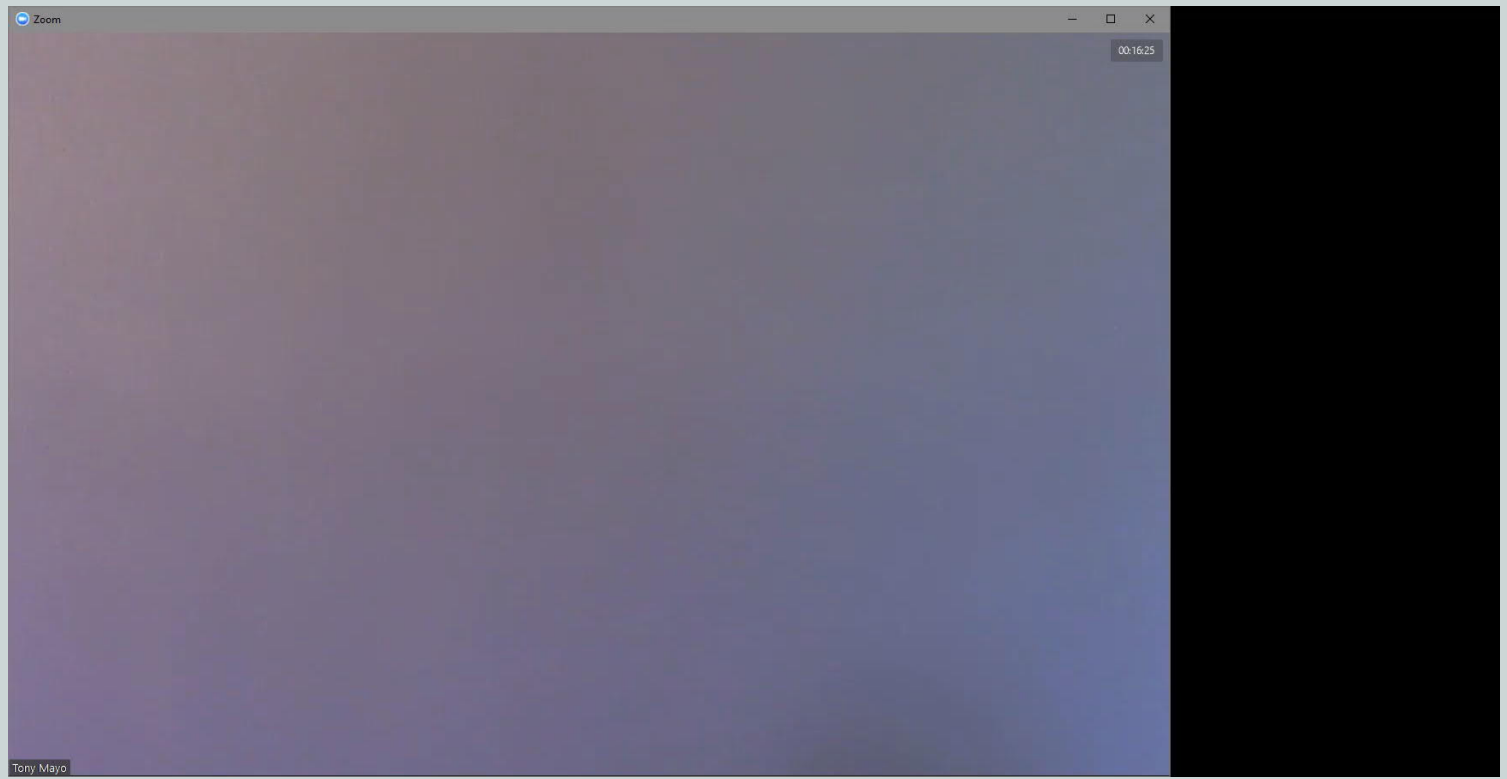
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# Chat Window





# Questions

What questions do you have so far?





# Questions

Last call for questions on any topic covered today.

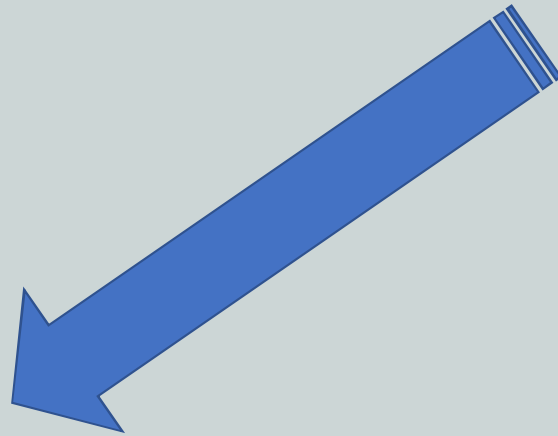




# Additional Resources

Links to all referenced articles here:

<https://TonyMayo.com/Tuesdays/>



[www.TonyMayo.com/Tuesdays/](http://www.TonyMayo.com/Tuesdays/)



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