



CONFIDENT CONVERSATIONS CHEAT SHEET

New Zealand Leadership Trainer / Speaker. I give New Zealand workplace leaders simple tools to engage people. I've been delivering leadership training & people-skills courses to people thrown in the deep end for years.

For TikTok video explainers on these go to: @terrywilliamsnz

01. SELECTS

Shared purpose, Emotional regulation, Looking forward, Experiential learning, Curiosity, Traction, Specifics.

02. I-FEEL

I statement, Facts, Emotion, Effect, Let's solve it – assertive phrasing.

03. SAFE

For psychological safety: Set tone, Ask don't assume, Focus on learning, Encourage follow-up.

04. SBI

Situation + Behaviour + Impact – give feedback without making it personal.

05. PAUSE

Spot & respond to quiet quitting: Pay attention, Ask, Understand, Share expectations, Encourage.

06. CLEAR

Set expectations: Clarity, Link to purpose, Examples, Ask for input, Review regularly.

07. FLAG

Spot underperformance: Focus loss, Late/lax, Attitude shift, Goals missed.

08. NOTE

Document conversations: Name it, Outline facts, Takeaways, Email or log.

09. R.E.S.P.E.C.T.

Look at your colleagues, not just your slides. It shows you're connected.

10. LEAP

Active listening: Listen, Echo, Acknowledge emotion, Pivot to problem-solving.

11. TRIANGULATION

Use a shared physical "third point" to reduce direct tension in conversations. Avoid straight-line polarity.

12. CURIOSITY CUES

Starter Phrases: "Help me understand how you see it" "Talk me through", "What's the story?" – lowers defensiveness.

13. XYZ

"We're here to talk about X"
"This is because of Y"
"What we need is Z"



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