



WOMEN IN
FINANCIAL
MARKETS™

Formerly WIND

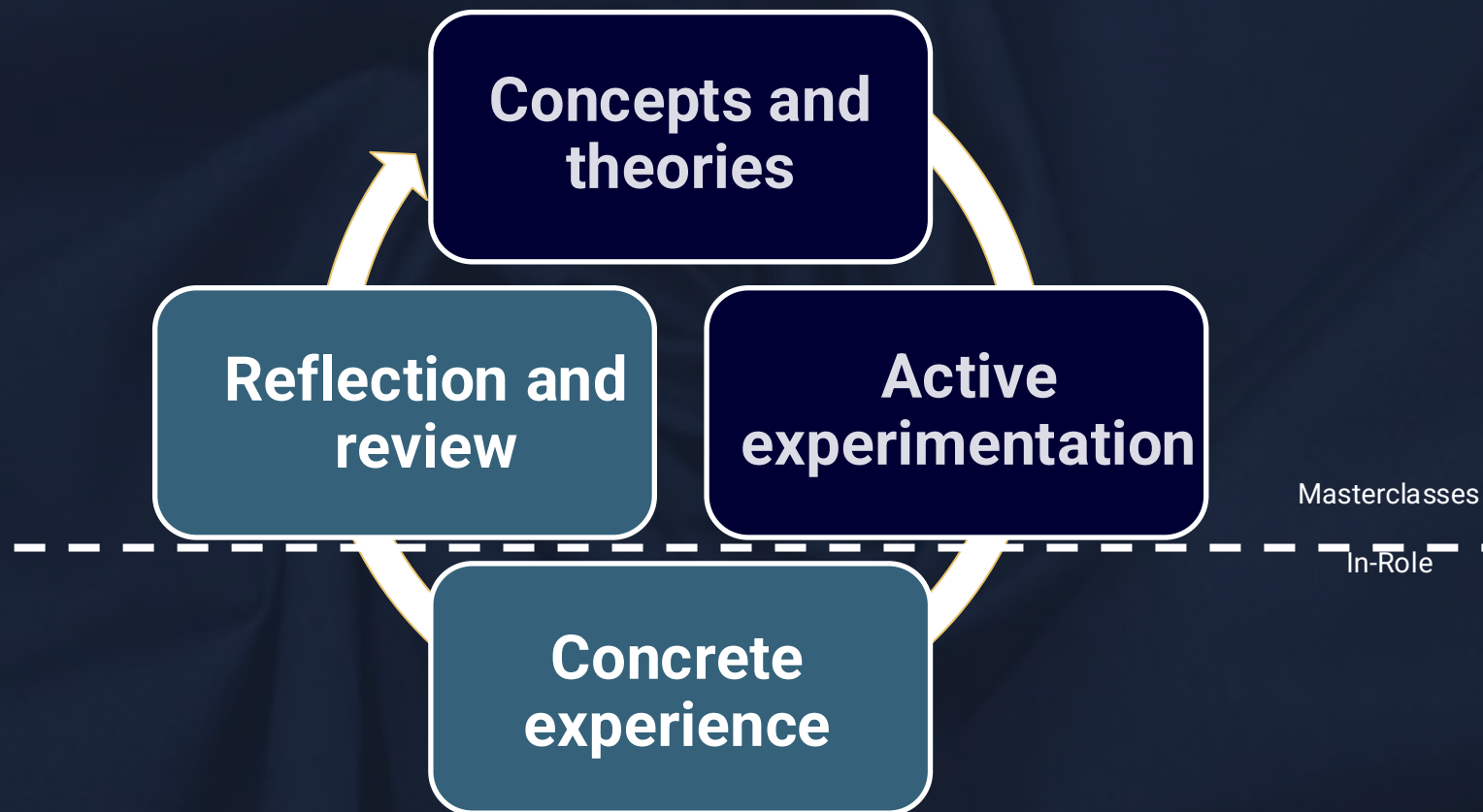
MASTERING HIGH STAKES CONVERSATIONS

Trailblazer Program

Masterclass 3 , 16th June 2026



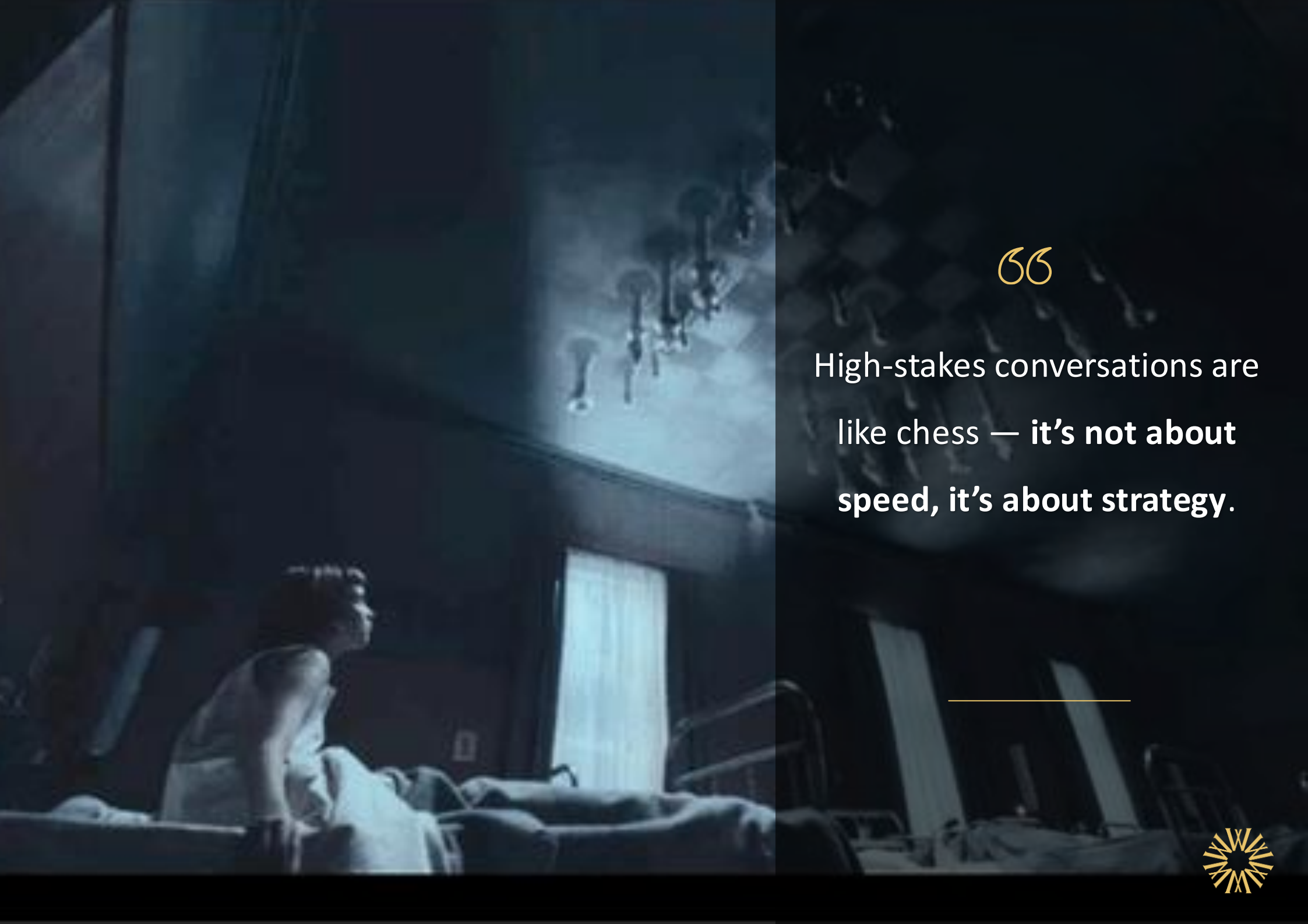
Course format – Kolb's learning cycle



SESSION OUTCOMES

- Identify and Define Your Own **High-Stakes Conversations**
- **Develop a High-Impact Toolkit** for Pre-Conversation Preparation
- Master **In-the-Moment Techniques**
- Master **Emotional Regulation** and Avoid Derailment





“

High-stakes conversations are
like chess — **it's not about
speed, it's about strategy.**



DEFINING A DIFFICULT DISCUSSION

- Feedback
- Salary and Compensation
- Workload and Expectations
- Career Development
- Personal Issues Affecting Work
- Requesting Support
- Handling Mistakes
- Telling a friend we can't make their birthday party



BREAKOUT ROOM

- What *specifically* makes them challenging?
- As a result, how are you approaching them?



FEARS IN DIFFICULT CONVERSATIONS

- Conflict
- Negative Outcomes
- Rejection
- Judgment
- Vulnerability
- Misunderstanding
- Emotional Reactions
- Timing



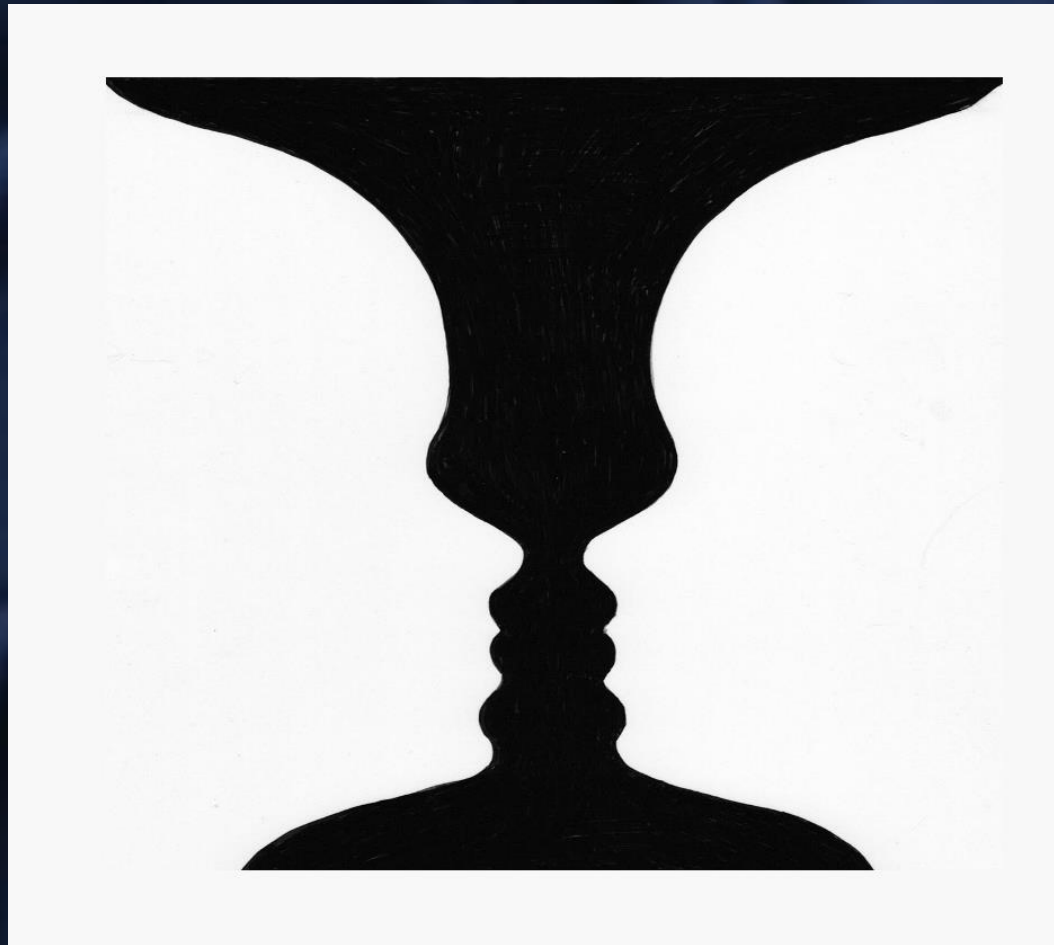
BREAKOUT ROOM

"What is the cost to you as a leader, and for your career of avoiding these conversations?"

OR maybe you are having them. But are they landing in the way you intended?



SAY WHAT YOU SEE



BLINDSPOTS

What you can't see can derail you.
What aspects of your leadership do others experience — which you never witness yourself?

You're always broadcasting. Your tone, energy and behaviours send signals whether you're aware of them or not.



MENTI

- What types of conversations do you find most difficult?
- What is your natural tendency with these conversations?
Embrace or Avoid?

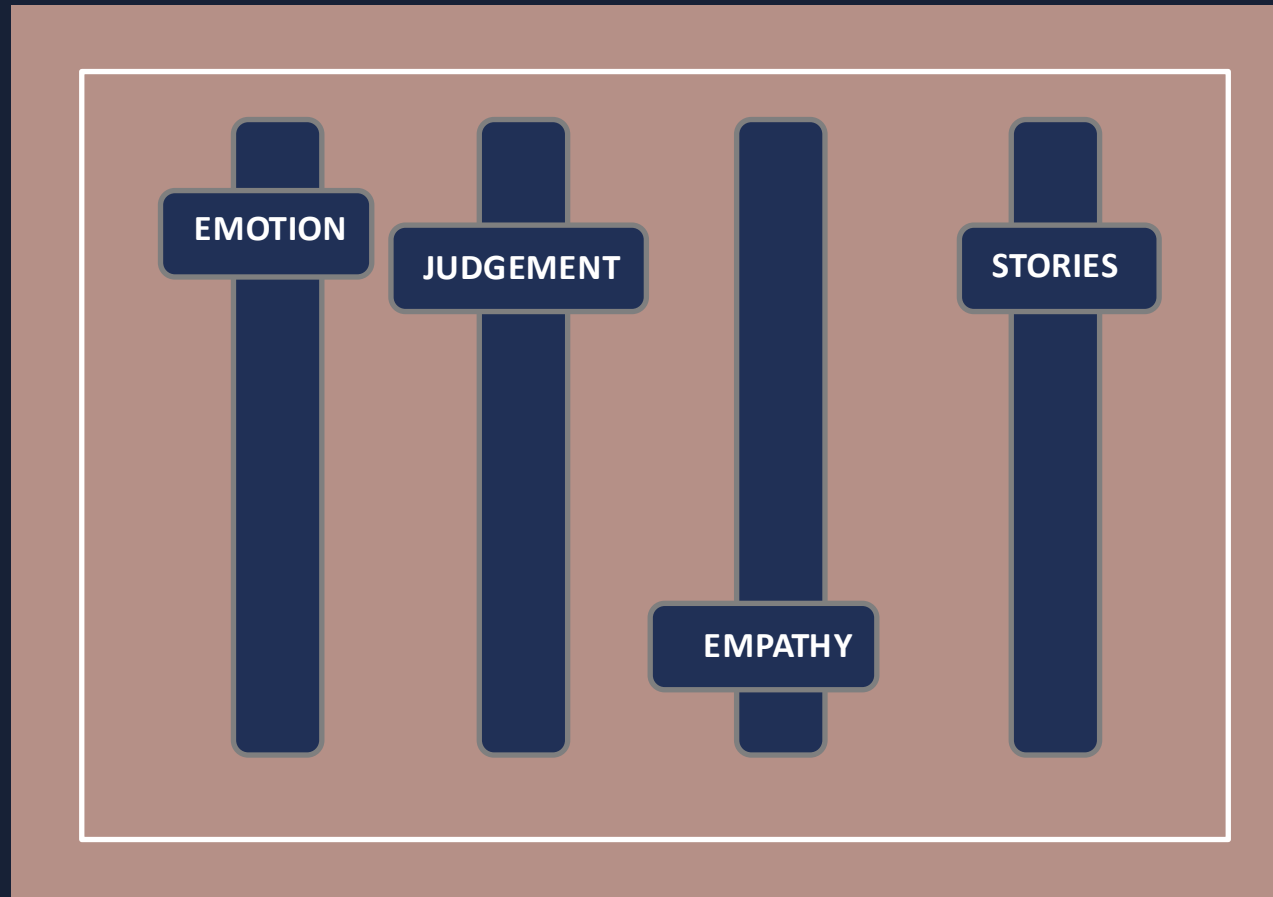


THE COST OF AVOIDANCE

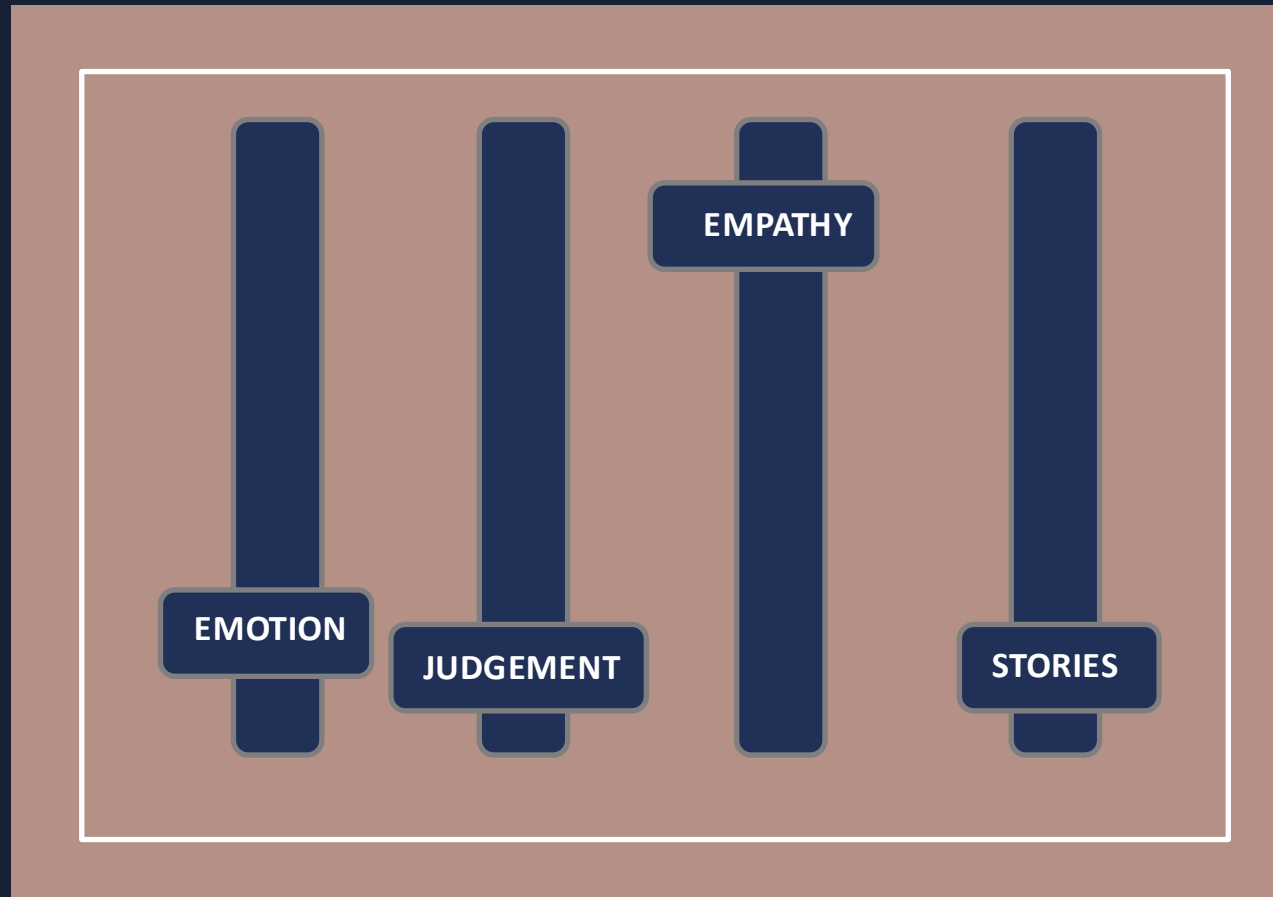
- Missed Feedback Opportunities
- Unclear Expectations
- Stagnation in Personal Growth
- Increased Workload
- Increased Stress



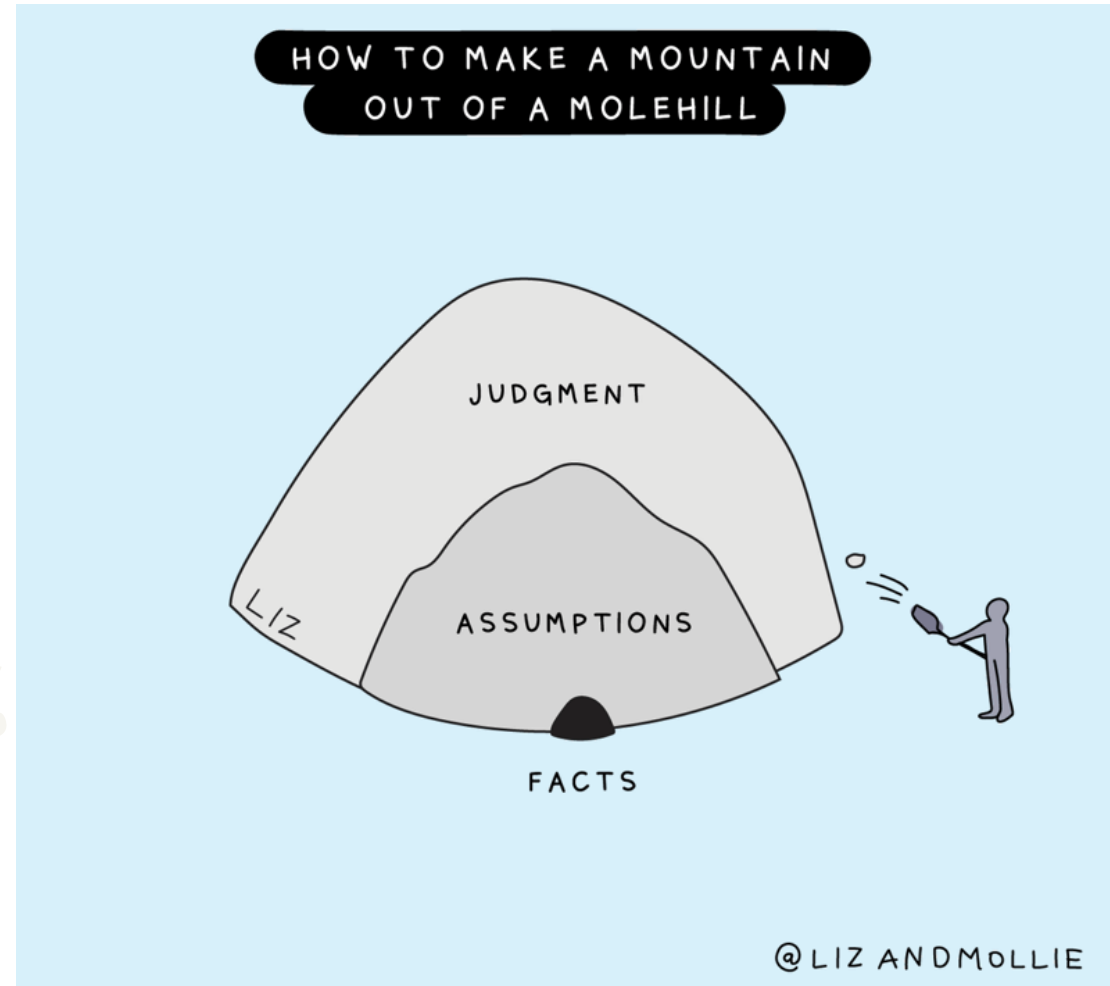
THE COMMON DERAILERS



OVERCOMING THE DERAILERS



WHAT ASSUMPTIONS / JUDGEMENTS AM I MAKING?



WHAT CAN YOU PREPARE FOR

- **Begin with the end in mind.**
- **Put yourself in their shoes.**
- **Responsibility sits with you in making these discussions happen** - sharing your expectations and career goals.
- **Be explicit.** People don't know what they don't know.
- **Prepare your energetic state.** Know your triggers and manage them.
- **Practise the words and delivery.**
- **Recognise you can't control everything.**
- **Anticipate and have replies for the potential scenarios**



PUT YOURSELF IN THEIR SHOES



“

You never really understand a person until you consider things from his point of view. Until you climb inside of his skin and walk around in it.

ATTICUS FINCH
To Kill A Mockingbird

THE EVENT CAN BE C-. YOUR RESPONSE A+



“

Between stimulus and
response there is a space.
In that space is our power to
choose our response.
In our response lies our
growth and our freedom.

VICTOR FRANKL



THE FEEDBACK GAP MODEL



WOMEN ^{IN}
LEADERSHIP

What is the one thing you
are leaving with?

