



What would you say is your biggest challenge when it comes to confrontation?

Is it one big thing?

Is it a lot of little things?

Is it a lot of big things?

Wherever you are, that's where you are.

Don't judge it.

Don't wish it away.

Don't kick yourself that you should have been doing this earlier. Appreciate the fact that you're addressing it now and be honest with yourself about where you're starting from so that you can set up a good plan to get you where you want to go.

One of the most important steps in this process will focus on mindset.

We're going to talk about mindset a lot throughout these videos, because it's so important to this process. So much of what holds us back from effectively confronting other people is the Doomsday mentality. We focus on everything that could possibly go wrong.

*They're going to get angry.*

*They're going to hate me.*

*They're gonna cuss at me.*

*They're going to storm out of the room.*

*It's just going to make things worse.*

Let's be real- sometimes things like that do happen, and we can't control it. We can do our part and do our best to use our confidence and our effective confrontation skills to get to a desired result, but we can't control everything. Things happen.

Most of them have happened to me at some point in time.

It's unfortunate, but it happens.

It doesn't happen all the time or even the majority of the time. Most of the time when you confront something, you can move the needle forward in a positive direction.

You don't know which way it's going to go and you can't control that so don't get stuck in



thinking about all the ways that could go wrong.

Yes, things could go wrong, but they could go right and just the fact that you're having the confrontation is a win. Just the fact that you are addressing this issue is a positive even if you don't get the desired results. Make sure that you remember that as well.

When it comes to growth with confrontation or anything else, it's important that you go through the steps and you don't just jump to- tell me the 10 things I need to know.

It's not just about information.

If it was just about information, we would all be experts in everything because the information's out there. It's a whole process to grow and change and it takes time and commitment and it's messy.

It's not linear where everything goes smoothly the whole time.

For most of us, you'll start to improve and then you regress and then you kind of circle back and then you improve again. It's hard. It's hard when you feel like you have momentum and then you go backwards, but that's how growth works.

You can't dive into- give me the steps, without going through this whole process.

You need to start where you are and you need to be honest with yourself about what your strengths are, what you're not strengths are- I think we used to call these weaknesses. Sometimes we call them growth opportunities, whatever you call them.

Where do you need to grow?

What do you identify as your obstacles?

Self-reflection is really important. External feedback is really important too because even the most self-aware of us have blind spots. Seek out the feedback of people you trust to help you with some of these answers.

Then you have to determine where you want to go.

What does it look like to be effective at confrontation?

How can you measure that?

It's not an easy numerical thing to measure like- I'm going to sell a million widgets this month.

You have to be creative but everything can be measured.

What does the end goal look like for you?



Why do you want to do this?

What's the purpose and what value does it have for you?

What value of yours does it speak to?

If you're just doing this because you feel like you should or you have to but you're not that invested and you really don't care that much about it, it's going to be hard to get substantial growth.

Identify why you want to go through this difficult process so it can keep you focused and motivated.

What do you need to get there in terms of internal things like skills and confidence but also external things like resources and support?

Then you can start to get there after you go through all of that.

You'll have an opportunity to go through this exercise when you're done with the video.

This will be your assignment- but don't skip to the end. Go through all those steps. When you get there, don't forget to celebrate many times.

You put all this work into something. We get there and then we move on to the next thing. Don't forget to appreciate when you get to your end result, but don't wait for that either. Appreciate yourself along the way. Recognize your progress.

Then when you get to your end goal, in most cases, you're going to want to start the process all over again because then you want to deepen your skill and deepen your growth.

Again, it's not just about information.

Yes, you need the information.

But how you're going to grow is to get that information, put it into practice, reflect on it, get feedback and coaching, get some more information, practice again, and so on and so on.

You can't read your way into growth.

You can't listen your way into growth.

You have to put it into action.

See where you're excelling. See where you're struggling. Get some support. Get some



more information and do it again.

So throughout these videos, don't wait until you've watched them all to start implementing what you've learned. Put it into practice as you're learning it. That's the best way you're going to learn.

Where are you right now?

What skills are you bringing into this?

What skills do you need to develop?

What obstacles are in your way- whether they're mental or their actual physical obstacles in your way?

Where are you now?

And where do you want to go?

What does being effective at confrontation look like to you?

Why do you want to get there?

What's the purpose to you?

What's the benefit to you?

What value does this speak to of yours?

What do you need to get there?

No matter what journey you're going on, you are always going to need a purpose, a plan, commitment, investment, and support.

Don't try to go this alone.

I'm going to support you along the way as well, but find somebody else at work, somebody in your personal life who's going to support you because change is hard and a lot of times we start out really motivated. Then once we hit our first setback, we lose our motivation and we just say forget it.

You need somebody on your team who's going to help you work through those setbacks and keep you motivated.

I'm happy to be one of those people but make sure you have more than just one. Get a whole support network to help you.



I know when you're struggling with it, it feels like a burden. It feels like a problem.

You need to work out for yourself what you need to fix, but remember to frame it as a positive. When you are effective at confrontation- and you will be- it's going to give you all these benefits. One of the biggest benefits it's going to give you is in your relationships because you're going to open up relationships to a deeper level with more honesty, open communication, and transparency. You're telling this person that you're confronting- I care enough about this relationship to do this hard thing.

Confrontation also leads to better solutions.

If you're on a team and you're trying to solve some problem, it's great to confront other people and say, 'well, I don't think that's the best idea' and 'what about this?'

You use your collective brain power to get to a better solution.

It gives you a voice.

Even if you don't get the result you desire, it's still a win because you've had the opportunity to use your voice.

It shows that you're invested.

If you don't care about the outcome, then why bother confronting, right? It shows that you care and that you're willing to do this difficult thing in order to move things forward.

Remember that if it feels like there's never any conflict or confrontation, that's not a good thing. It's what we call artificial harmony.

There's this great book called, The Five Dysfunctions of a Team.

If you haven't read it, I highly recommend it but here- spoiler.

Here are the five dysfunctions. That second tier of the pyramid is fear of conflict. That ends up producing what the author calls, artificial harmony. It's not really that everybody's in agreement. It's artificial. They're pretending to be in agreement because they're not comfortable confronting one another and that doesn't move anybody forward.

So, the most important question for you is, what challenges do you need to overcome to become more effective at confrontation?