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LIVERPOOL

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# How to have a tricky conversation with your manager

Denise Chilton

How are you  
arriving?



Where are  
we heading?

What makes a tricky conversation  
tricky?

Getting yourself ready

Some useful things to consider

Two techniques to try

When it comes to tricky  
conversations, generally  
what is the real challenge  
for you?

When it comes to tricky  
conversations with your  
manager what is the real  
challenge for you?

What might you  
want a conversation  
about?



# Conversation topics

Feedback on your performance

Clarifying your job role

Asking for a pay increase

Problem with a colleague relationship

Request budget for resource

Time off for a personal matter

Asking for a reference after a job interview



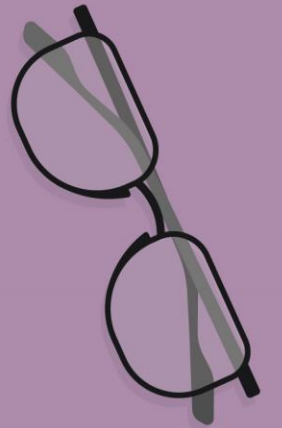
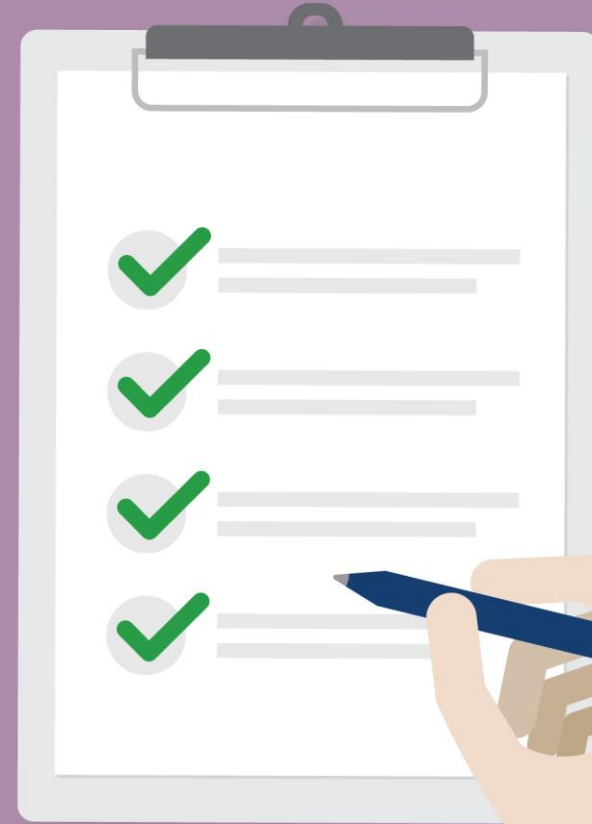
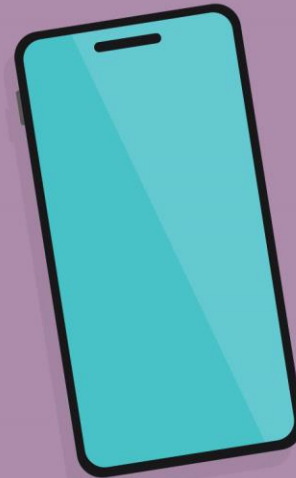
Have your say...



“When it comes to someone more senior we perceive the stakes are higher!”



Getting  
yourself  
ready



Begin with the  
end in mind



What do  
you want to  
say?



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Right time  
Right place



Right  
environment



# Communication styles



# Communicate by Colour

## Red

Get straight to the point  
Be punctual  
Be positive and enthusiastic

## Blue

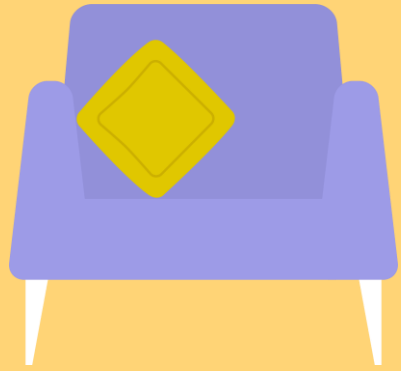
Give advance notice  
Speak in a calm, measured way  
Like details

## Green

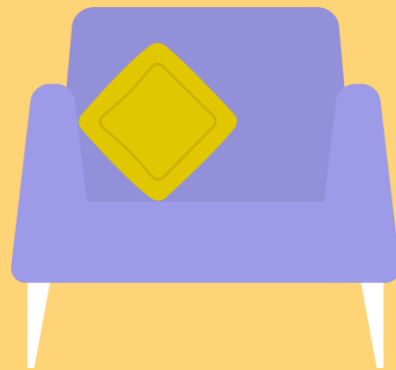
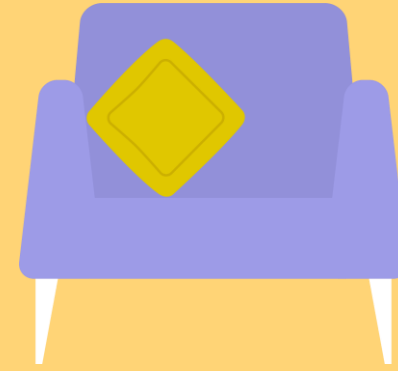
Allow time to make them feel comfortable  
Ask questions rather than tell  
Be friendly

## Yellow

Indulge in light hearted chat  
Positive and enthusiastic  
Have informal manner



# The 3 Chair Technique



**Getting started...**  
Conversation flow

# Top tips

Tell them what you want them to do

Get to the point

Remove any emotional words

Don't make it personal – use "I"

Be prepared for a curveball

Ask them for their thoughts

# Mental Rehearsal

**What was most  
useful for you  
today...write it  
down!**

**A**ction

**C**hanges

**T**hings

# Question Time



Thank you...

Let's connect...



@DeniseChiltonLtd

@DeniseChilton

@DeniseChilton





**Your success is my business**

07960 478023 | [hello@denisechilton.co.uk](mailto:hello@denisechilton.co.uk) | [www.denisechilton.co.uk](http://www.denisechilton.co.uk)

Oh no ...we have a technical problem...

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