



Navigating Difficult Conversations at Work Without Feeling Awkward

A Leader's Guide to Driving Team Performance Through Better Conversations

Driving Team Performance Starts With Better Conversations

Your team's performance is shaped by how you show up in conversation – especially when the stakes are high.

Whether you're addressing performance, navigating tension, or making space for your team to feel heard, the way you lead these moments drives engagement, retention, and results.

But here's the challenge: many leaders hesitate.



Let's make sure you have the tools to lead them well.

Leaders can be unsure of what to say, how to approach the conversation, and where the boundaries are.

Leaders can worry about saying the wrong thing or making the situation worse.

That's exactly why I created:

Navigating Difficult Conversations at Work Without Feeling Awkward: A Leader's Guide to Driving Team Performance

- a practical, real-world playbook to help you tackle these conversations with clarity, confidence, and impact.

Inside, you'll get proven conversation language that will help you:

- Strengthen trust and accountability within your team
- Navigate high-stakes discussions without hesitation
- Turn difficult conversations into opportunities for growth and alignment

Great leadership isn't just about strategy—it's about the everyday conversations that shape team culture and performance.

Hi, I'm Lindsay Calder Recknell,

A Workplace Performance Advisor dedicated to helping Leaders and HR practitioners turn challenging workplace conversations into meaningful discussions that drive real results.

Many leaders find it difficult to guide employees toward available resources like EFAPs or even to start the conversation.

That's where this guide comes in—giving you the tools to approach these discussions with confidence, clarity, and impact.

Use these scripts to:

- Start the conversation—without fear of saying the wrong thing
- Create a culture of trust and psychological safety
- Understand what you can and can't say or do as a leader
- Encourage employees to access EFAP and other resources



Create a Culture of Trust and High Performance



High-performing teams don't happen by accident. They're built on connection, trust, and open communication—where people feel valued, supported, and equipped to do their best work.

Conversations that create this kind of culture can feel tricky at times.

They don't have to be.

Use the following questions below to lead with curiosity, clarity, and confidence.

Because when you do, you'll strengthen relationships, build trust, and foster a team that's more engaged, resilient, and ready to deliver results.

Starting the Conversation

- “I noticed you were <this> or <that>, is something on your mind?”
- “Let’s go for a walk and check-in.”
- “Let’s talk more about that. What’s happening?”
- “This situation can be tough on anyone. Can we talk about your response to what just happened?”
- “I’m not sure how you got there; can you walk me through it?”
- “That’s an interesting point of view; can you share more about that?”



Ways to Check In with Your Team

- "How are you feeling today? Is there anything you'd like to talk about or share?"
- "I've noticed that you might be facing some challenges lately. Would you like to discuss them, or is there anything I can do to support you?"
- "Are there specific situations or tasks at work that you find particularly challenging or stressful?"
- "Would you like to talk about any accommodations or adjustments that might help you feel more comfortable or perform better in your role?"



Invite Meaningful Conversations

- "Is there anything you would like your colleagues or managers to understand better about your neurodiversity and how it may affect your mental health?"
- "How can we create a more supportive and inclusive environment for you and other neurodiverse individuals in the workplace?"
- "Are there specific times when you feel more comfortable discussing your mental health or any concerns you might have?"



Open the Door to Dialogue

- "Would you be interested in accessing any resources or support services available to employees, such as counseling or employee assistance programs?"
- "Is there anything else you'd like to share or any questions you have regarding mental health?"



Keep the Conversation Going

When you take the time to have meaningful conversations with your team, you're already driving impact.

Your leadership, curiosity, and commitment to a culture of trust and accountability set the stage for a team that feels supported, motivated, and ready to perform.

These conversations can be challenging – but they're also where real connection and performance begin.

You might still be wondering:

- How do I address concerns without making it uncomfortable?
- What if I don't say the right thing?
- How do I balance support with performance expectations?



If you're looking for practical strategies to navigate these conversations with confidence, we've got you covered.

Leading for Performance

Confident Conversations That Drive Results and Retention

A 30-minute, on-demand video session designed to help you:

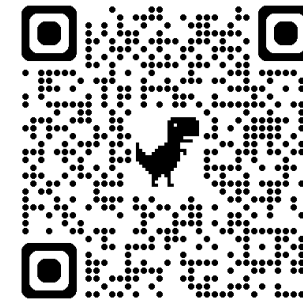
- Drive results and retention with confident, compassionate conversations
- Apply a simple, repeatable framework to any people-focused conversation
- Avoid common missteps that erode trust or performance
- Build engagement and accountability through trust-based dialogue
- Experience what's possible when you lead with confidence

P.S. If you found this guide valuable, share it with your team. The more we empower leaders with these skills, the stronger and more successful our workplaces will be.

This isn't just theory—it's practical, actionable guidance you can use immediately.

For a small investment, you'll gain lifelong leadership skills that will strengthen your team, drive engagement, and create a culture of trust and high performance.

[Get Instant Access to the Masterclass Now!](#)



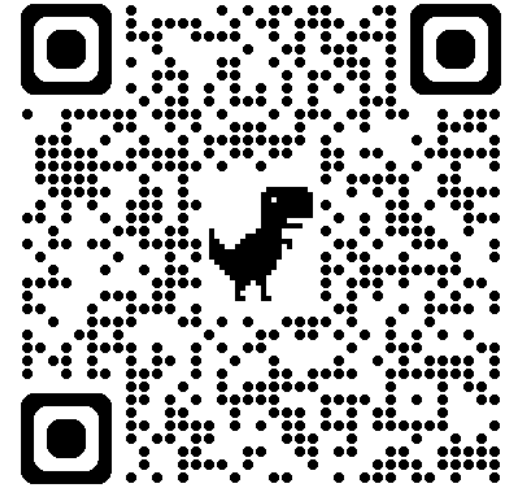
Let's make workplace conversations easier, more effective, and truly impactful – together.
See you inside!

Lets Connect!



Lindsay Calder Recknell

President & CEO



**Connect with
me on
LinkedIn!**