

*Crucial Conversations...*

*Welcome*

— TO THE —

**Power of You**

Tamsin Napier-Munn

**RAW**talks  
REAL AUTHENTIC WOMEN

BLAKE   
MORGAN

**#** Iraiseyou

*Finding your...*  
**'Sod-it' button**

*Step #1*

**Pay Attention**

*Be aware...*

*Step #2*

*Count backwards...*

**3,2,1...**

*Step #3*

**Physically MOVE!**

*SPEAK UP...*



**“speak so people listen and listen  
so people speak”**

**anon**



**“Make what you say matter,  
because what you say matters”**

**Tamsin Napier-Munn**

**Confidence** *to challenge change*  
**Connect** *trust, respect, relationships*  
**Communicate** *get buy-in*



# *Foundational Principles to Connect & Engage*

## *Strengthening relationships*

- **Relate, Relevance, Results**
- **Empathetic to their ideas**
- **Listen to understand**
- **Ask good questions**
- **Try to see things from their point of view**
- **Important – make them feel**
- **Optimise people's strengths with encouragement**
- **Name – use theirs!**
- **Smile**
- **Honesty & Integrity in all you do**
- **Inspire them by who you are**
- **Praise & appreciation**

*How can you*  
**'Hijack'**  
*the conversation*

*How to 'Hijack' the conversation*

**1. Presence** - *posture, poise*

**2. Phrase** – *to link a principle*

**3. make your Point**

*“Geeta, I’m impressed by your thinking, it shows great insight which is important for the business.  
(make your point) ”*

**‘praise & appreciation’**

Recognise  
Reflect  
Redirect  
*the conversation*

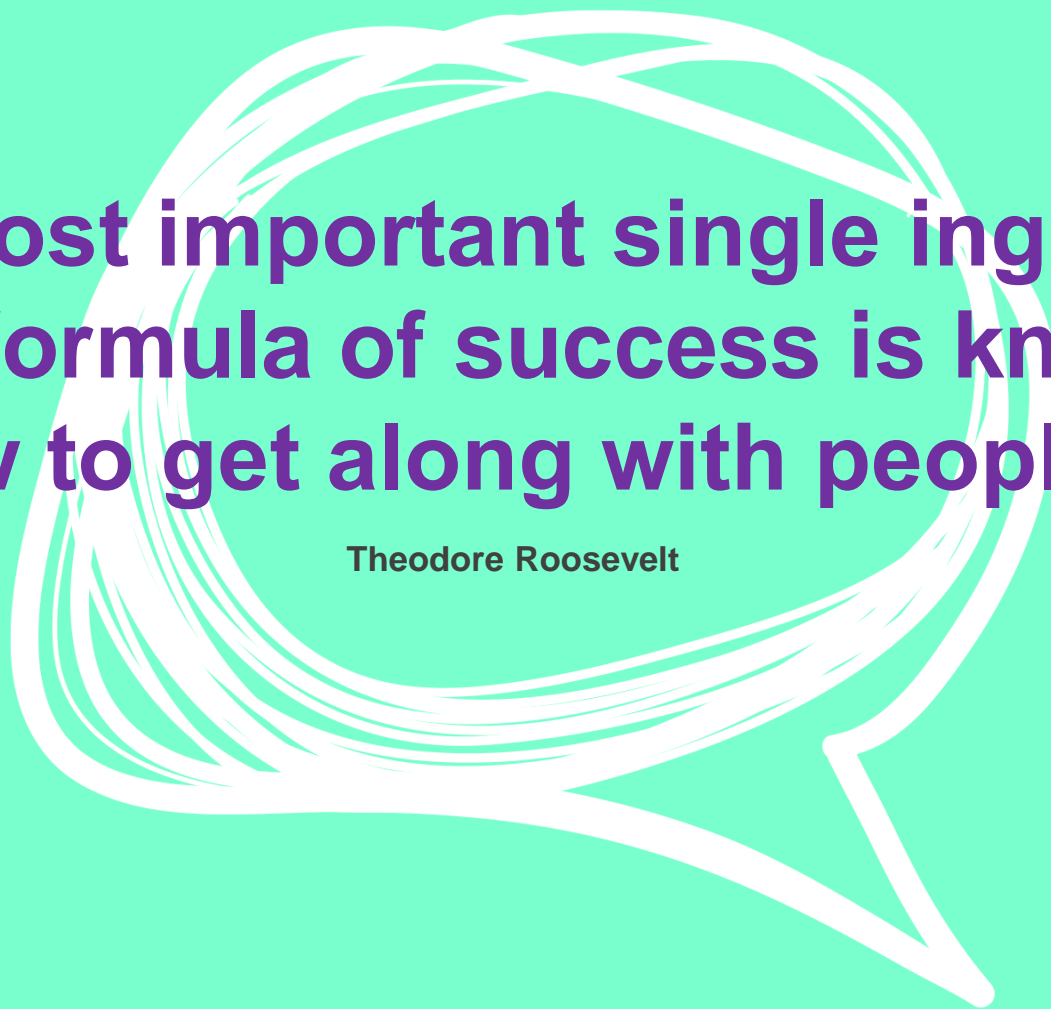
*Replace ...*

**‘BUT’** *with* **‘AND’**



**“You don’t have to dominate a conversation to have impact”**

**Tamsin Napier-Munn**



**“The most important single ingredient  
in the formula of success is knowing  
how to get along with people!”**

Theodore Roosevelt



# THANK YOU

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