



www.alisonhill.com.au

ABOUT ALI

As a professional 'head-mechanic' (Psychologist) Ali is the CEO of Behavioural and Motivation Strategy company, Pragmatic Thinking (which was named #33 in AFR Fast 100 List 2017). She is author of '[Stand Out: A real world guide to get clear, find purpose, and become the boss of busy](#)', best-selling co-author of the top business book '[Dealing with the Tough Stuff: How to achieve results from key conversations](#)', and was also named a finalist in the Telstra Business Women's Award in QLD.

Her work has found its way inside a few big businesses you might have heard of... PepsiCo, Siemens, McDonalds, Sydney Water, BHP Billiton, Bond University, Griffith University, and Blue Care just to name a few. In her spare time she chats with influential people in her popular podcast series, 'Stand Out Life'. Dynamic and empathic, Ali is the kind of expert on people you need to have around.

Come hang out at: www.pragmaticthinking.com and www.alisonhill.com.au

TOP 5 TAKEAWAYS FOR STAND OUT CONVERSATIONS

- 1. HAVE THEM** - I get it; sounds really obviously doesn't it. But it happens so often that we vent and stew on something that is bothering us - in fact we talk to everyone else except actually addressing the issue with the person involved. So your first plan is to commit to actually having the conversation.
- 2. CHECK IN** - How a conversation goes largely depends on the state that you are in as you enter the conversation. If you are stressed out, running between meetings and distracted by the 10 things on your to-do list it will have an impact. Check in on what your state is right now and do something to get into a calm and present state before you step into the conversation. It'll make all the difference.
- 3. CLARIFY BEHAVIOURS** - Tough conversations become personal and confusing because of the language that we use. The clearer you can be about the desired behaviours you are after you'll set the future up for success. Rather than be 'friendly' talk about 'saying hi to our customers'.
- 4. CHOOSE YOUR LOCATION** - Where you have the conversation is just as important. Be mindful of the location and the tools you are using. Direct the conversation to a 'third-point' and choose a neutral space to tackle the tricky conversations.
- 5. FOLLOW UP** - Great conversations don't just happen once. Follow-up and if you've agreed to actions hold yourself accountable to following through on these.