

# Selene's Story

## Reflection Questions

### When you read Selene's Story...

- What thoughts came up?
- What emotions did you have?
- What do you think is the most difficult element of what she's facing?
- How do you think the project team will react to her feedback?
- What could she do to improve the situation?
- What similar situation have you faced when having to provide bad news to a team?
- How did you decide to approach it?
- What emotion did you feel afterwards?
- What could you have done differently?
- What can you do in the future when you need to give feedback to your colleagues?

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reactions at  
[www.facebook.com/groups/  
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## • Empowerment at Work •

Selene is facing a **difficult situation** in delivering bad news to a project team, and it's complicated for several reasons.

1. As a project manager, she's responsible for results, but she has no direct authority over the individuals in the team.
2. She may work in a culture that either avoids responsibility ("we don't want to make people feel badly") or focuses on blame ("it's not my fault!").
3. She's only human herself, and has her own emotional reaction to delivering bad news.

This raises **seven leadership skills** that she may (or may not) have developed:

- **Emotional intelligence**: self-awareness, self-management, empathy, and social skills
- Ability to build **trust** and cultivate authentic relationships
- Focus on **contribution and agreement** rather than expectations and blame
- Knowing whether (and when) to publicly or privately point out **difficult team members**
- **Managing people without direct responsibility** – balancing act of a project manager
- **Vision** and goal setting
- **Presence and perception** – balancing between being too aggressive and too assertive

Most of us develop our leadership skills intuitively or by observing people we respect. And even when we know that there are **heaps** of books, articles, and podcasts, we still follow our gut instinct. Most of the time, it's because we are simply TOO BUSY – it's overwhelming to know where to start without someone pointing the way. So we trust that our mentors know best and that our gut instinct will steer us in the right direction.

But I PROMISE you that you can only benefit by considering other ways to approach a situation! In fact, I've developed a mini-course to give you some [leadership tips & tricks for delivering bad news to your team](#).

Click below to learn more about the  
free course.