

Financial training For non financial staff



The financial training specialists

þý The hardest lesson to learn & (Budgeting, C

I read an interview this month with Richard Hutton, the Finance Director for Greggs. One of the questions was "What's the hardest lesson you've had to learn?"

Richard's answer was "Uncomfortable conversations are often the ones that achieve most."

But why?

I think it's because we often avoid uncomfortable conversations. And if we don't have the conversations, we can't resolve the issues, so we can't solve the problem.

This is equally true for business, and our personal relationships. The unresolved relationship issues result in a high emotional cost; the unresolved business issues result in a high financial cost (and often an emotional wellbeing cost too).

Sometimes we don't have the uncomfortable conversations because we don't like confrontation. In that case we are giving our tacit approval to the problem, and choosing to let it continue.

But sometimes we don't have the conversation because we know that we have contributed to the problem, and we neither want to acknowledge that to ourselves, nor apologise for it.

And sometimes we can't have the conversation because the other party refuses to engage in the þý conversation. (But see the previous paragraph for why they might b

Despite understanding this, the uncomfortable conversations remain uncomfortable and difficult to address. And the price of not having these conversations remains very high.

I know what my biggest uncomfortable conversation is. What's yours, and how are you going to deal with it? Or are you prepared to pay the eventual price of ignoring it?