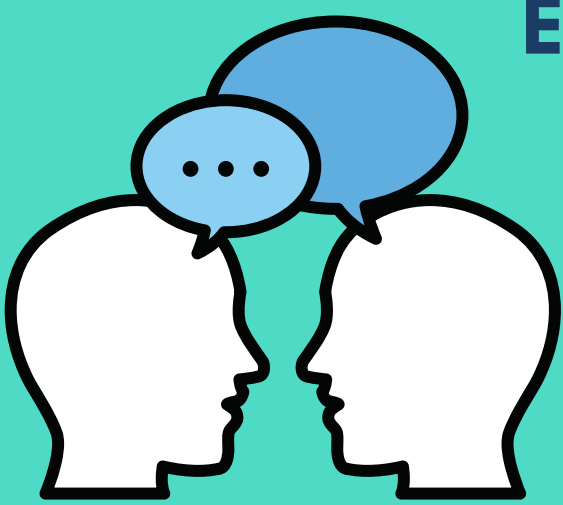


HOW TO HAVE DIFFICULT CONVERSATIONS AT WORK

PLAN THE CONVERSATION

Outline what you would like to ask or determine in advance. A random encounter is more likely to be emotionally charged.



EXPLAIN THE SITUATION

Avoid demands and directly saying what you need. Provide context around the situation and ideal outcomes.

BE MINDFUL OF YOUR DELIVERY

If an employee anticipates being attacked they are more likely to be defensive before the conversation has begun.



ASK YOUR COLLEAGUE WHAT THEY RECOMMEND AS A SOLUTION

If you don't get the response you were after, ask that person how they believe this issue should be resolved

