



TIPS FOR HAVING DIFFICULT CONVERSATIONS

- Be clear about the issue
- Breath - Be aware of your emotions
- Provide an opportunity for preparation - Plan, don't script
- Be confident but open to change
- Communicate with GRIT (Generosity, Respect, Integrity And Truth)
- Present your side of the story
- Listen to their side of the story
- Handle reactions with care
- Aim for common understanding not changing beliefs
- Reflect and learn

