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