

PREPARING FOR A DIFFICULT CONVERSATION

DEFINING THE ISSUE

Step 1: What is the issue in one sentence?

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Step 2: Why is it a problem e.g sets a precedent, impact on others, cost?

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Step 3: What do you want them to change and by when?

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PREPARING FOR THE CONVERSATION

What is your opening line? (This needs to be succinct and solution focused)

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Where will you hold the conversation? (Ensure the venue is appropriate and private)

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When will you hold the conversation? (Ensure there is enough time and consider whether they might prefer the option to leave work straight after the conversation has finished)

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How can you ensure that the conversation is open, two way and allows them to express their views? (Consider your body language, room set up and tone to help encourage an open conversation)

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Will you offer any additional support, guidance, or resources to address the issue? (Consider whether you can offer anything to support a change in behaviour while also encouraging the employee to 'own' the change required)

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