

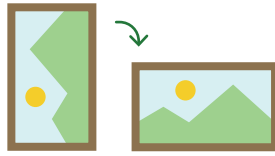
# 5 TIPS

## For Having a Difficult Conversation

Whether it's sharing bad news with a client, providing corrective action, or talking with a colleague about an uncomfortable issue, difficult conversations often take a large mental and emotional toll on all participants. Here are some strategies to help these conversations go well:



1



### Reframe the Problem

Reframe the problem or issue in a way that finds common ground. The result is that, instead of having one person working against the other, both work together against the problem.



2



### Don't Try to "Win" the Conversation

Trying to "win" turns the conversation into an argument and leaves you in a position where nothing gets positively resolved. Your goal is to share the information or to solve the problem together.



3



### Help the Other Party Feel Safe

Reassure the other person that your intentions are positive, and be sure to maintain a respectful approach.



4



### Remember to be Curious

Instead of making statements or asking questions that have a judgemental tone, get curious about the other person's perspective. Begin with questions or statements that start with "I wonder..." or "I'm curious..."



5



### Choose the Right Time to Have the Conversation

Selecting a time that is not already emotionally charged will help the conversation go smoothly. If possible, give the person you are talking to advance notice so they have time to prepare.

