

# Tips for **DIFFICULT CONVERSATIONS**



## Preparation is the key

Writing down the key points and organizing them in the order of priority can be helpful to stay on track during the conversation, but also can have a calming effect.



## Space

Thinking ahead about the virtual or physical space for conducting a difficult conversation is recommended:

- Coffee shop
- Private chat
- Walk and Talk
- Sit in the library or park



## Practice with a **TRUSTED** colleague or friend

*"The art of conversation lies in listening." - Malcom Forbes*

### **PAUSE**

take a pause after each point, allow silence.

### **LISTEN**

communication receiver may talk if silence is allowed

### **UNDERSTAND**

we must listen to understand and not to respond

Giving examples and storytelling can help relay the most important points. The more specific we are when providing feedback the better.

Hear-say is to be avoided and any accounts of past events must be factual and void of judgement

## **SPECIFICS**



## **EMPATHY**

How would it feel to receive the feedback we are about to give? Anything we can change based on these insights?