

## How to Have a Difficult Conversation at Work

What to consider before a difficult conversation	
<b>Be curious</b>	There are many sides to every story. Think about what theirs might be. Also, ask them.
<b>What's your motivation?</b>	What do you want to get out of this? Name it and share it!
<b>Be genuine</b>	Don't act like you care if you really don't. Work on that by finding their humanity.
<b>Speak in facts</b>	Lay out the facts first then state your interpretation of the facts. Ask, "Am I off base with this assumption?"
<b>Just say it</b>	Be clear; don't rely on subtext to get your message across.
<b>Talk about yourself</b>	Explain how the facts made an impact on you.
<b>Mirror</b>	Acknowledge their concerns. Recite them back so you can ask "Am I getting this right?"
<b>It's your fault, too</b>	Somehow, somehow, you have also contributed to this situation. Acknowledge that.
<b>FEELINGS.</b>	Feelings are natural to have. Acknowledge them. Share them with, "I feel..."
<b>Have confidence</b>	You have a right to be heard, to be treated with dignity and respect.
<b>Know thyself</b>	Know that you will make mistakes, that your intentions are complex, and you are part of the problem.
<b>Give up control</b>	You can't control the other person's reaction. Just let it be. Don't brush it aside.
<b>Pause if needed</b>	Take a break, walk away, and get yourself together before you dive into the conversation.
<b>AND not BUT</b>	"I see it this way AND I have feelings AND I want us to continue working together in a professional manner."
<b>Practice phrases</b>	<p>"I want to talk with you about ..."</p> <p>"I think we see this differently."</p> <p>"Perhaps..."      "In my opinion..."      "This suggests..."</p> <p>"Why do you think that?"</p> <p>"I want to hear your side of the story/your thoughts on this."</p> <p>"Can you help me understand..."</p> <p>"I wonder if it is possible to..."</p> <p>"Let's work on how we might..."      "I wonder if it makes sense to..."</p> <p>"I'd like to explore..."</p> <p>"What am I missing?"      "Say more about that."</p> <p>"Are you willing to try to find a solution that meets both our interests?"</p>