Managing Difficult Conversations
What are some obstacles in having difficult conversations?
Obstacles...

- Conflict Avoidance
- Your Own Feelings
- Emotions of Employee
- Control of Conversation on Expected Outcomes
- Midwest Nice
- Time
- Support
These are all obstacles you can overcome!
Start with You
The Elephant in the Room...

EMOTIONS

• Take a deep breath
• Recognize your own personal feelings towards having the difficult conversation and manage them constructively
• Recognize that your employee may experience emotions and don’t let that hinder you
• You don’t have to have all the answers
PREPARE

With preparation you can effectively manage difficult conversations.
The Structure of the Conversation:

1. What is the ISSUE
2. Share your PERSPECTIVE
3. Ask their perspective
4. What is the EXPECTATION and what will be the OUTCOME if expectations aren’t met
5. FOLLOW-UP
Framing the Conversation:

- Be deliberate on how you open the conversation
- State facts
- Ask clarifying questions
- Approach with compassion: Do not yell, accuse, or be disrespectful
- Provide support
- Be clear and concise
EXERCISE

You have an employee that others have been complaining about their body odor. Pair up and prepare an opening statement to this difficult conversation.
Discussion
Tips

Don’t wait to have the conversation but allow yourself time to prepare

Have difficult conversations in private

Keep personnel issues private