

DELIVERING A DIFFICULT MESSAGE

- Be clear and specific and focus on facts; give examples when possible.
- Be sincere, tell the truth, and provide accurate information.
- Learn more by asking questions.
- Let the other person ask questions; answer them honestly and briefly and explain why if you can't.
- Stay calm and use positive body language.
- Avoid distractions.
- Take responsibility when warranted.
- If appropriate, reframe situation in a positive light, but don't lie.

BEST PRACTICES

- Let the person know you want to talk, and then arrange a convenient time to get together.
- Set the stage—it's less confrontational and more collaborative if you both sit at a corner or next to one another, not across from one another.
- Introduce the subject and get to the point quickly—don't talk around it or lead up with too much explanation.

CONVERSATION OPENERS

- I have something I'd like to discuss with you that I think will help us work together more effectively.
- I'd like to talk about _____ with you, but first I'd like to get your point of view.
- I'd like to see if we might reach a better understanding about _____. I really want to hear your feelings about this and share my perspective as well.



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