

HOW TO HANDLE A DIFFICULT CONVERSATION

- Prepare yourself and make sure you know what you want to achieve.
- Choose the right time and place.
- Deliver the message promptly and clearly.
- Focus on the facts and tell the truth.
- Try to see the situation from the other person's point of view.
- Listen actively, empathize, and acknowledge, respect, and validate the other person's feelings.
- Don't take people's reactions personally.
- Stay calm and manage your own feelings.
- Be open-minded and willing to negotiate (when appropriate).



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