



DIFFICULT CONVERSATIONS TRICKS AND TIPS



WELCOME!

We find it harder to ask our boss for a pay rise than dump a partner!

Over 80% of us have never had any training in how to tackle difficult conversations at work.

Over 80% of workers are running in fear from at least one scary conversation at work - a conversation they know they need to have but are dreading.



TOP 3 DIFFICULT CONVERSATIONS

It has been reported that some of the hardest conversations to have in the workplace are, unsurprisingly:

- Asking for a pay rise
- Reporting a colleagues behaviour
- Poor feedback at appraisals
- Letting someone go from a job



DID YOU KNOW?

More than half of employees say they deal with a difficult conversation at least once a month.

But why are workplace conversations so hard to deal with?

Is it lack of training or trust?



TIPS

TIP	COMMENTS
Adopt the right approach	Keep your cool, your approach needs to accommodate the other persons feelings and opinions.
Challenge your own assumptions and beliefs	Remain impartial, use facts not rumor's or hearsay.
Understand your fears	Spend some time thinking about why you may be feeling anxious.
Practice	If you are able to, ask a trusted colleague to listen to your role play
Policies & Procedures	Having policies and procedure's will allow everyone to come from the same perspective.

TIPS CONTINUED...

TIP	COMMENTS
Listen	Listen to the other person and give them time to explain their perspective.
Use evidence and examples	Do your research, knowing your facts will give you confidence but also show a well balanced approach
Stick to the facts	No-one wants to know what your mum's, friend's auntie thinks!
Keep calm	Don't react in a way that escalates the situation
What's next?	Agree a plan going forward, after all you have had that difficult conversation you want either an outcome or an agreement to revisit this in an agreed timescale.

DON'T DELAY TO IT TODAY

Addressing difficult conversations in the workplace as a matter of urgency is essential to minimise the potential impact, as well as ensuring to not add any tension or stress to the situation or employee.

Employers and line managers should set the tone of the conversations helping to ensure consistency and gain the required information. Conducting the conversation with professionalism and a calm manner is critical for ensuring the desired outcome.



**IF YOU WOULD LIKE TO DISCUSS HOW WE
CAN HELP SUPPORT YOU WITH YOUR
RECRUITMENT NEEDS AND BEYOND
PLEASE GET IN TOUCH**

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