

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.





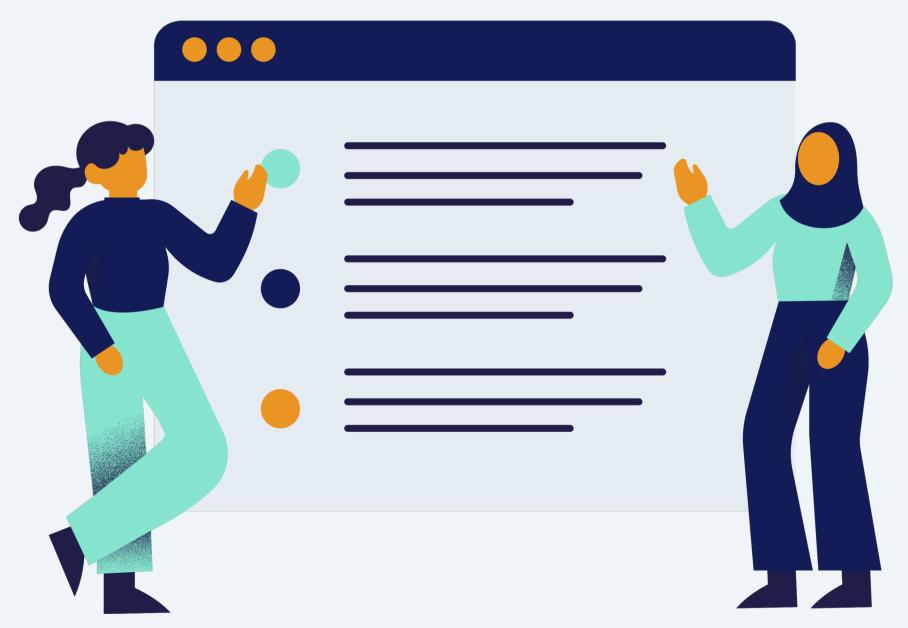


TOP 3 DIFFICULT CONVERSATIONS

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 or training or trust?



TIPS

TIP	COM
Adopt the right approach	Keep your cool, your approach needs t and c
Challenge your own assumptions and beliefs	Remain impartial, use fa
Understand your fears	Spend some time thinking abo
Practice	lf you are able to, ask a trusted
Policies & Procedures	Having policies and procedure's will pers

MMENTS

to accommodate the other persons feelings opinions.

acts not rumor's or hearsay.

out why you may be feeling anxious.

colleague to listen to your role play

ill allow everyone to come from the same rspective.

TIPS CONTINUED...

TIP	COM
Listen	Listen to the other person and give
Use evidence and examples	Do your research, knowing your facts w balance
Stick to the facts	No-one wants to know what y
Keep calm	Don't react in a way th
What's next?	Agree a plan going forward, after all ye want either and outcome or an agreer

MMENTS

e them time to explain their perspective.

will give you confidence but also show a well ed approach

your mum's, friend's auntie thinks!

that escalates the situation

you have had that difficult conversation you ement 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

EMAIL: NINA@LITTLEWOODHART.COM CALL: 0289 600 9265 OR 07961 833098