

How to Conduct a Difficult Conversation

Summary

1. **Meet** privately as soon as possible
2. Assume good **motives**
3. **Validate** the person and the relationship
4. Express your commitment to **help**
5. Offer **observations** of specific behaviour and not assumptions or generalisations
6. **Explain** the negative impact of their behaviour
7. **Ask** them their side of the story
8. Find points of **agreement**
9. Set out a future course of **action**