

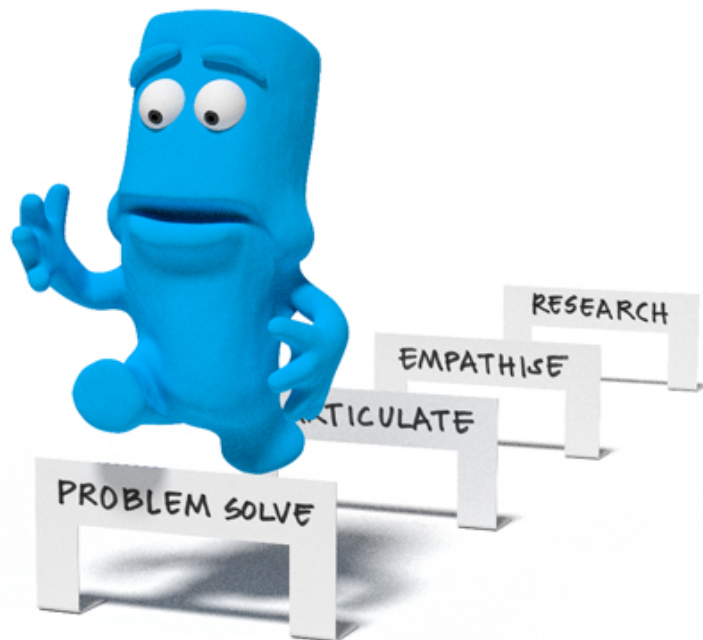
How to tackle difficult conversations

Avoid avoidance! If you procrastinate, paper over the cracks, dodge responsibility or just spot trivia ...there is probably a difficult conversation you need to have! If the rewards of having the conversation outweigh the risks – don't delay!

Do the 'hard' preparation. Define the issue and the facts; identify the support you have and check the rules and regulations that apply; consider where and when to have the meeting.

Do the 'soft' preparation. Check your objective(s) and any hidden agendas; identify your points of sensitivity and try to identify common ground; consider how you may have contributed to the issue you are tackling.

The REAP sequence:



Research

Start by understanding the other person's starting position

Empathise

Work hard to sense how the other person is feeling - see the issues from their point of view

Articulate

State your position clearly and try to help the other person see your point of view

Problem solve

Work with the other person to resolve whatever issues have arisen