

Preparing For A Difficult Conversation

Action Planning

Action 1

Identify & Plan The Conversation



Identify a difficult conversation that you need to have with a team member. Check your organisational policies and procedures as to whether you are the right person to hold this conversation, and also whether you need support from your Manager or HR.

Action 2

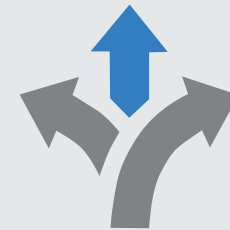
Arrange & Invite



Once you have researched and planned and have the evidence you need to hold the conversation, invite the team member formally over email or by letter depending upon the severity. Ensure the meeting is held in a private location and your seating is suitable.

Action 3

Agree Way Forward



Conduct the meeting starting off with the reason for why it is taking place. Before presenting the evidence, use questioning skills to establish the facts and understand the reasons from the team members point of view. Take notes throughout and agree together the way forward.