



Our **Top 10 Tips** for Handling **"Difficult"** Conversations





Give it some thought...

Being genuine and having empathy is so important. Be prepared to accept their perspective and feelings.



Have a plan...

Make sure you are prepared for the conversation. Perhaps have some examples of what you have noticed.





Make sure you have the time

Asking “Are you ok?” as you are about to go into a meeting will do nothing for building trust. It seems like a tick in the box...



Location Location Location

Maybe meet in a less formal place – like a coffee shop or out in a park; somewhere the person will feel more comfortable and relaxed.





Make sure it's private

This is a very personal and potentially uncomfortable and embarrassing conversation. Keep away from prying eyes...



Switch your phone off

Switch your phone off to give the person your full and undivided attention. Your Facebook update can wait!





Be open

Saying you care is one thing... but how you really feel will be given away by your body language, facial expression and tone of voice.



Ask open questions

"Are you OK?" is a great start, but an open question like "Tell me how you're doing" will get more.





Be prepared...

"I'm fine" isn't a good enough response.
You may have to build trust before they open up.
Maybe you are just not the right person.
Could someone else help?



LISTEN and be patient

Most people are worried that they will say the wrong thing and make it worse. Often, the very best thing to do is listen and don't judge.





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