



Courageous Conversations - Grasp the Nettle!

- Have the conversation as soon as possible
- Find a private location for the conversation
- Have a goal in mind and stay on track - distractions can dilute the message
- Be clear about the situation - be factual and avoid personal attacks
- Give people time to process - silence, or displays of emotion, are all part of working through the change curve
- If you or the colleague need to take a break, that's fine
- Be open to positive suggestions from the colleague - people adapt well if they have input into the solution
- Set a follow-up date