



Starting the Difficult Conversation

Before starting the Difficult Conversation, take some time to plan and think about what you need and what might be important to them. Here are some phrases to help you start a difficult conversation:

- “I need your help with what just happened. Do you have a few minutes to talk?”
- “I have something I’d like to discuss with you that I think will help us work together more effectively.”
- “I’d like to talk about with you, but first I’d like to get your point of view.”

Once the conversation has started, try:

- “I think we have different perceptions about _____. I’d like to understand your thinking.”
- “I’d like to talk about _____. I think we may have different ideas on how to _____ and I’d like to figure out what you mean.”
- “I’d like to see if we might reach a better understanding about _____ hear your feelings about this and share my perspective as well.”

How might you start your conversation?