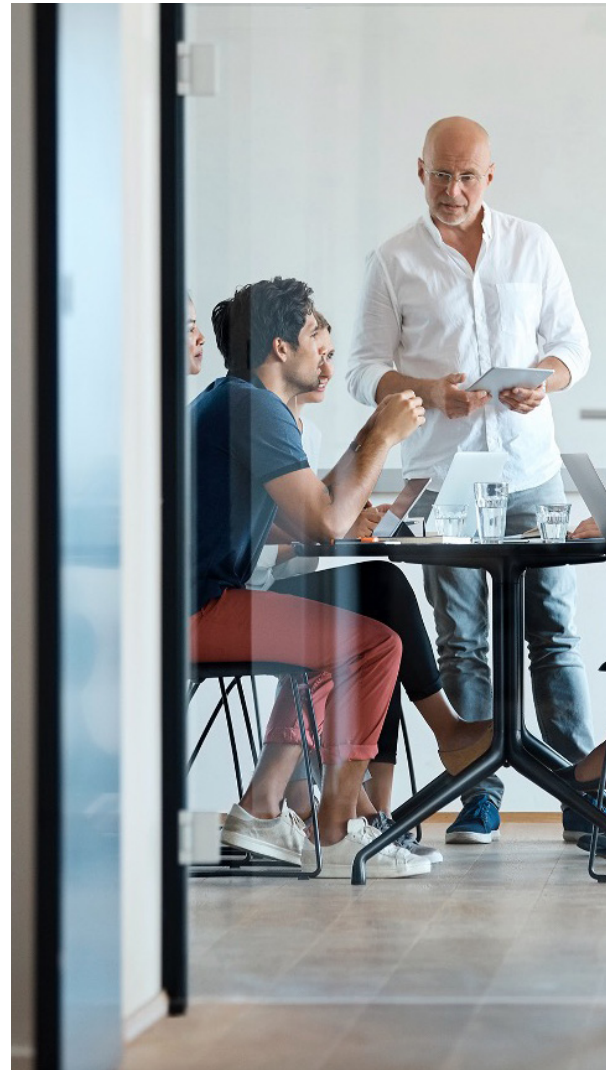


GUIDELINE FOR SUCCESSFUL MANAGEMENT OF DIFFICULT CONVERSATIONS

Few people enjoy having difficult conversations. Most of us would prefer to avoid the issue (or the person) rather than confronting the situation. Unfortunately, this is seldom the correct solution.

As a leader, being able to have difficult conversations is vital to success. If employees are not behaving appropriately or are not meeting performance expectations, the best way to solve the problem is by talking about it.

The step-by-step guide on the next page will help you navigate through these conversations.



Resources & Websites:

WorkSafe NB: www.worksafenb.ca

Sexual Violence NB: www.svnb.ca

SaferPlaces NB: www.saferplacesnb.ca

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The following guide can help you prepare to have a difficult conversation.

1 PREPARE

- Before starting the conversation with the employee/client/customer take a moment to prepare yourself and plan what you want to say. You don't need to write out paragraphs to read, but take time to make sure you're clear about what occurred (know the facts!) and what you want to say.
- Decide where you're going to have the discussion. Ensure that the location is confidential so that other employees do not hear the conversation.

2 BE SPECIFIC

- When meeting, be brief and specific.
- Give a verbal overview of what you witnessed and the facts you have gathered and clearly explain how this violates the organization's mandate, policies, practices, etc.

3 EXPLAIN

- Explain the impact of these actions to the organization and others who may have witnessed the situation (if applicable).

4 PRESENT YOUR EXPECTATIONS

- Explain your expectations of the person's behaviour going forward.
- They need to be informed about what discipline they may be subjected to should they violate future policies and the organization's expectations.

5 STAY CALM

- This is not the time to lose your cool.
- Manage your emotions and how you address the issue.
- Do not raise your voice, use offensive gestures, or use inappropriate language.
- Use this discussion to ensure they are aware that you and the organization take the policy seriously.
- This is an opportunity to model the behaviour you want them to use in the workplace.