



Managing Difficult Conversations

*What are some
obstacles in having
difficult conversations?*



Obstacles...

- *Conflict Avoidance*
- *Your Own Feelings*
- *Emotions of Employee*
- *Control of Conversation on Expected Outcomes*
- *Midwest Nice*
- *Time*
- *Support*



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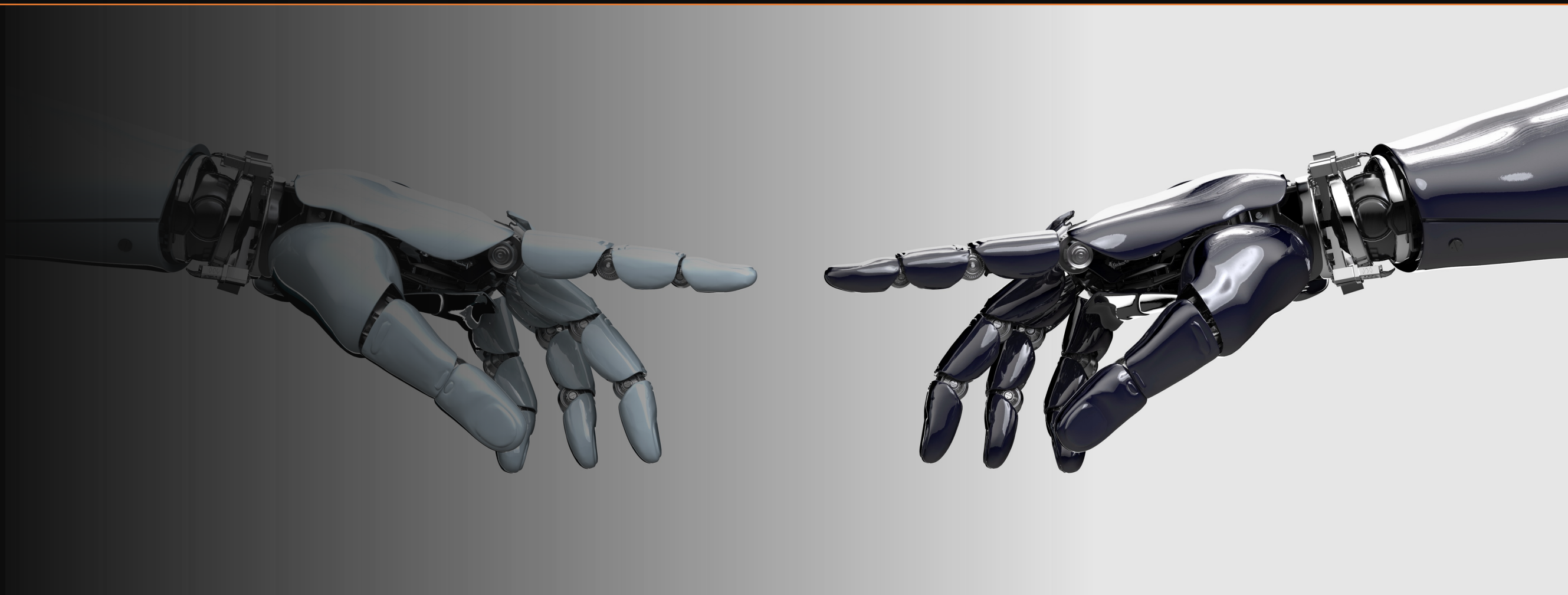
*These are all
obstacles you can
overcome!*

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Start with You





The Elephant in the Room... **EMOTIONS**

- *Take a deep breath*
- *Recognize your own personal feelings towards having the difficult conversation and manage them constructively*
- *Recognize that your employee may experience emotions and don't let that hinder you*
- *You don't have to have all the answers*

PREPARE

*With preparation
you can effectively
manage difficult
conversations*



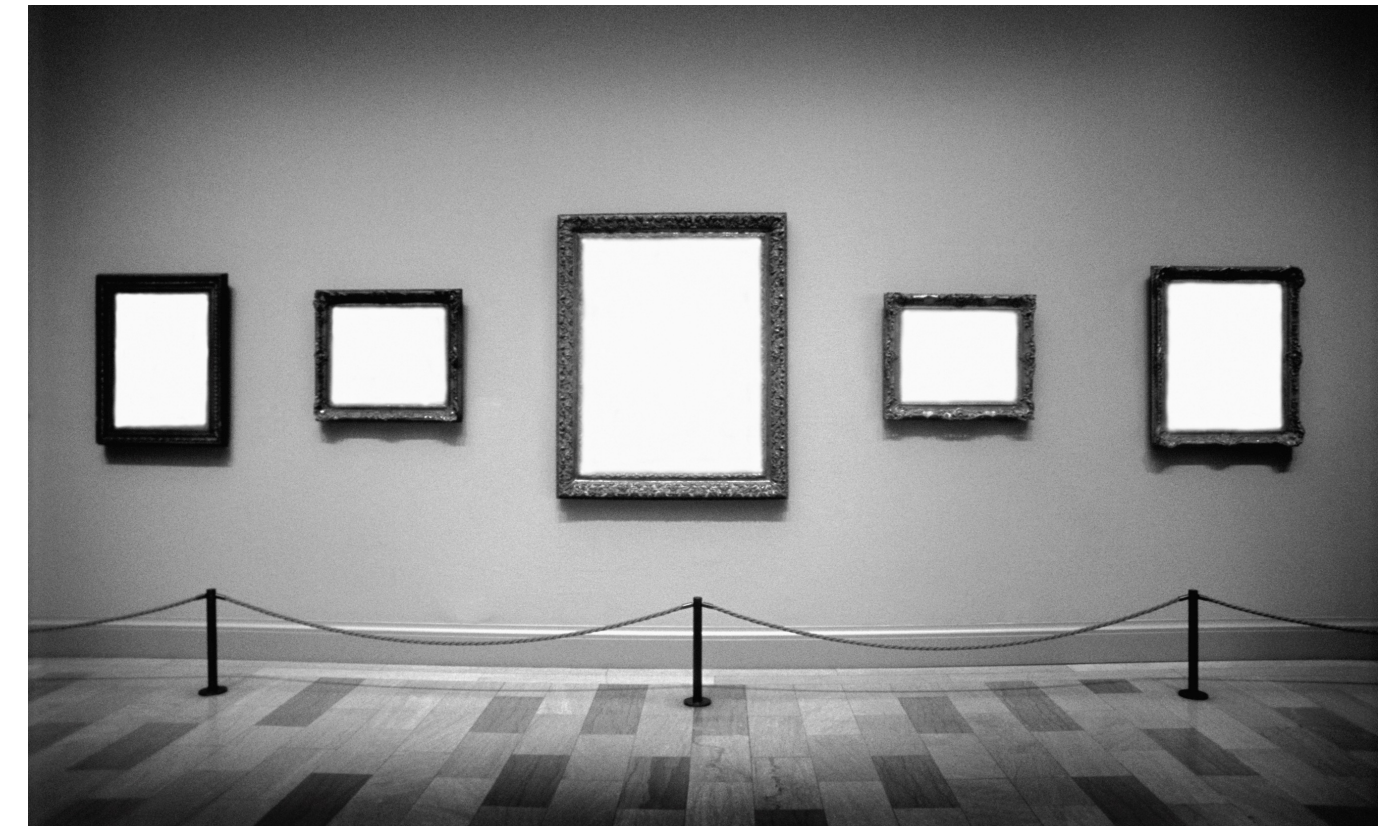
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The Structure of the Conversation:

1. What is the **ISSUE**
2. Share your **PERSPECTIVE**
3. Ask their perspective
4. What is the **EXPECTATION** and what will be the **OUTCOME** if expectations aren't met
5. **FOLLOW-UP**

Framing the Conversation:

- ❖ Be deliberate on how you open the conversation
- ❖ State facts
- ❖ Ask clarifying questions
- ❖ Approach with compassion:
Do not – yell, accuse, or be disrespectful
- ❖ Provide support
- ❖ Be clear and concise





EXERCISE

You have an employee that others have been complaining about their body odor. Pair up and prepare an opening statement to this difficult conversation.



Discussion

Tips

Don't wait to have the conversation but allow yourself time to prepare

Have difficult conversations in private

Keep personnel issues private

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