

Strategies for Positive Engagement in Difficult Conversations

- ▲ Be on time
- ▲ Be respectful to your communication partner(s)
- ▲ Set a private space to have your conversation
- ▲ Be honest, open and sincere
- ▲ Be fully present, stay focused
- ▲ Intend to have a constructive conversation
- ▲ Take responsibility for your underlying intentions and issues
- ▲ Maintain appropriate eye contact
- ▲ Be conscious to verbal and non-verbal communication as well as intentions
- ▲ Take your time to talk and connect
- ▲ When listening, fully listen
- ▲ Summarize what you just heard to verify you have received the message
- ▲ Ask questions to ensure clarity
- ▲ After speaking, verify you have delivered your message
- ▲ One conversation at the time (don't interrupt your communication partner!)
- ▲ After explaining your perspective, be sensitive to your communication partner's feelings
- ▲ Respect appropriate privacy or confidentiality
- ▲ Take responsibility for your overall communication
- ▲ If you need more time, set another date to continue the conversation