Difficult Conversations About Uncomfortable Topics

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Human Resources Consulting & Employment Law

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THANK YOU
TEXAS
EMS
ALLIANCE

Conflict Research

- 2.8 hours a week dealing with conflict (or avoiding).
- $359 billion in workforce costs
- 81% experience conflict at work
- 46% use a work messaging app for their arguments
- Lack of transparency

PRINCIPLES
•Preserve Reputation & Relationships
•Respectful
•Empathetic

Identify the
real
problem(s)

You must have a plan

Purpose

- Do you really need to raise the issue?
- No action?
- Desire outcome?
- Possible outcomes?
- What happens if you don't take action?

01

Timing

- Sooner, not later
- Always in-person
- Never at the end of a shift
- Early in week
- Make sure you have time
- Is this a good time for them

02

Homework

- Be prepared
- Gather facts
- Background on employee
- Past behavior

03

Location, Location, Location

- Always private
- No distractions
- Neutral ground

04

- Always in-person
- Never at the end of a shift
- Private & Confidential
- Early in week
- Sooner than later

- Don’t use the love sandwich
- Make sure you have time
- Is this a good time for them
- Let them process (off your plate)
- Requires practice

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