Difficult Conversations:

Practical guidance for small business owners.

CFIB
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Prepare. Communicate. Follow Up.

Before the conversation

- ✓ Define your objective.
- ✓ Think about the outcome you want to achieve.
- ✓ Get the facts - what happened, when, what's documented?
- ✓ Determine the desired outcome; what can you commit to today.
- ✓ If the conversation could lead to termination, human rights considerations, or a safety issue, seek professional advice before having the conversation.
- ✓ Choose the right time and place.
- ✓ Plan the key points you want to discuss.

During the conversation

- ✓ Stay calm and professional.
- ✓ Focus on facts, not assumptions.
- ✓ Use "I" statements.
- ✓ Listen without interrupting.
- ✓ Allow silence when needed.
- ✓ Show empathy and acknowledge the other person's perspective.
- ✓ Work toward a solution together.

After the conversation

- ✓ Reflect on what went well.
- ✓ Consider what you would do differently next time.
- ✓ Document the discussion - who was present, what was discussed, follow up plan.
- ✓ Follow up if needed.

Quick reminders

DO	*AVOID*
Prepare in advance.	Becoming defensive.
Practice what you want to say.	Starting sentences with "You..."
Focus on solutions.	Making assumptions.
Keep the conversation respectful.	Taking comments personally.

Tip: *Successfully navigating a difficult conversation begins before the conversation itself. Taking a few minutes to prepare can lead to a more productive and respectful outcome.*

Have questions?
Contact your Advisor today!

1-833-568-2342 or CFIB@CFIB.ca

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DIN10165-2608