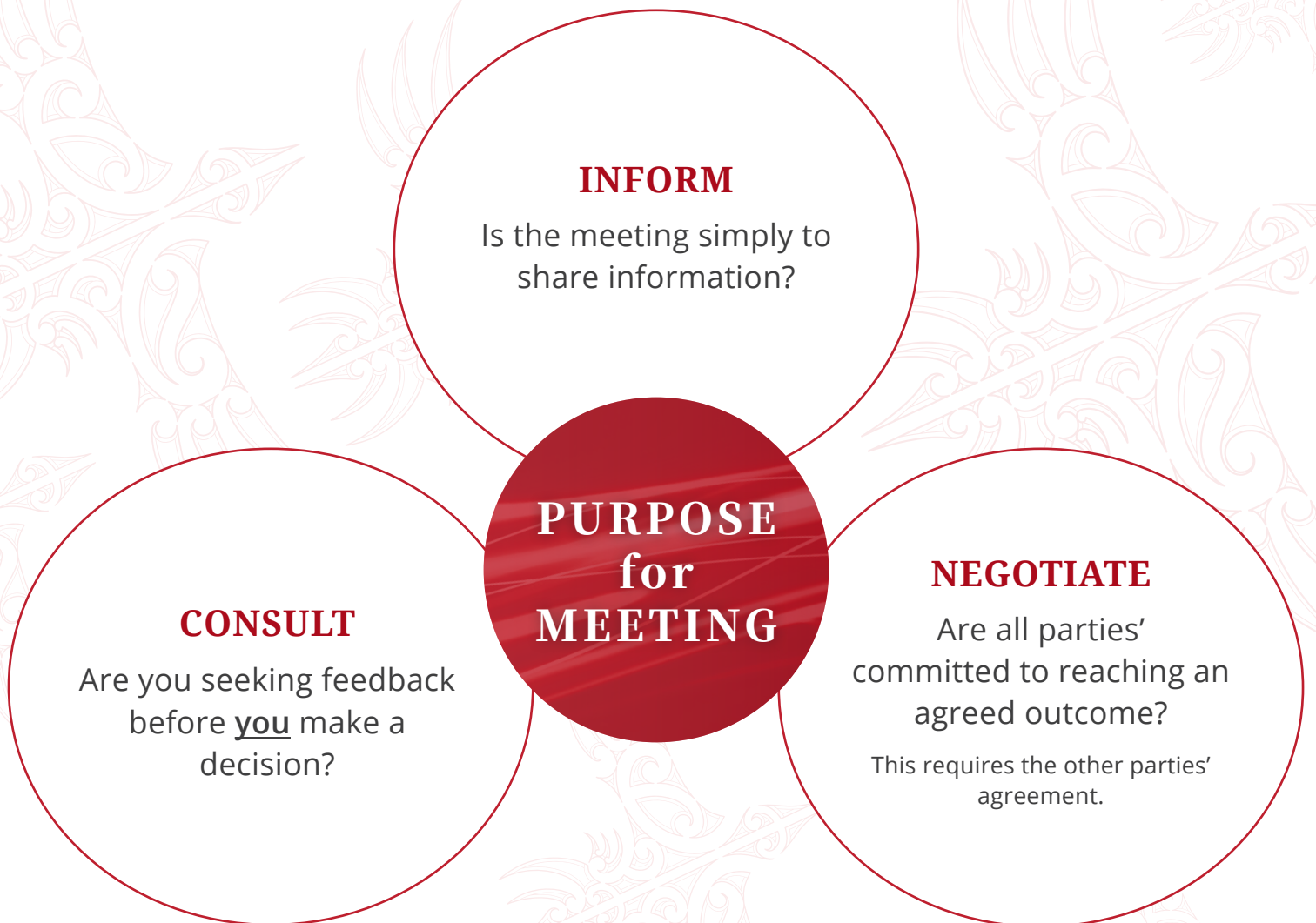


MANAGING DIFFICULT MEETINGS

Starting the Meeting

- The way you commence a meeting sets the tone and potential outcome.
- Before starting, clearly define the purpose of the meeting: informing, consulting, or negotiating.



Strategies for Managing Difficult Conversations

1. Go hard on the issue, easy on the people.
2. Use silence to encourage all parties to have their say and to defuse tension.
3. Listen more than you speak – listening carefully is critical. Clarify that you have heard and understand their point of view.
4. Paraphrase what has been said to show that you have listened and understood.
5. Use 'I' statements. Avoid 'you' statements
6. Remind everyone what the purpose of the meeting is if it goes 'off-track'.
7. End the meeting with a summary and next steps, reiterating any action points resulting from the meeting.

