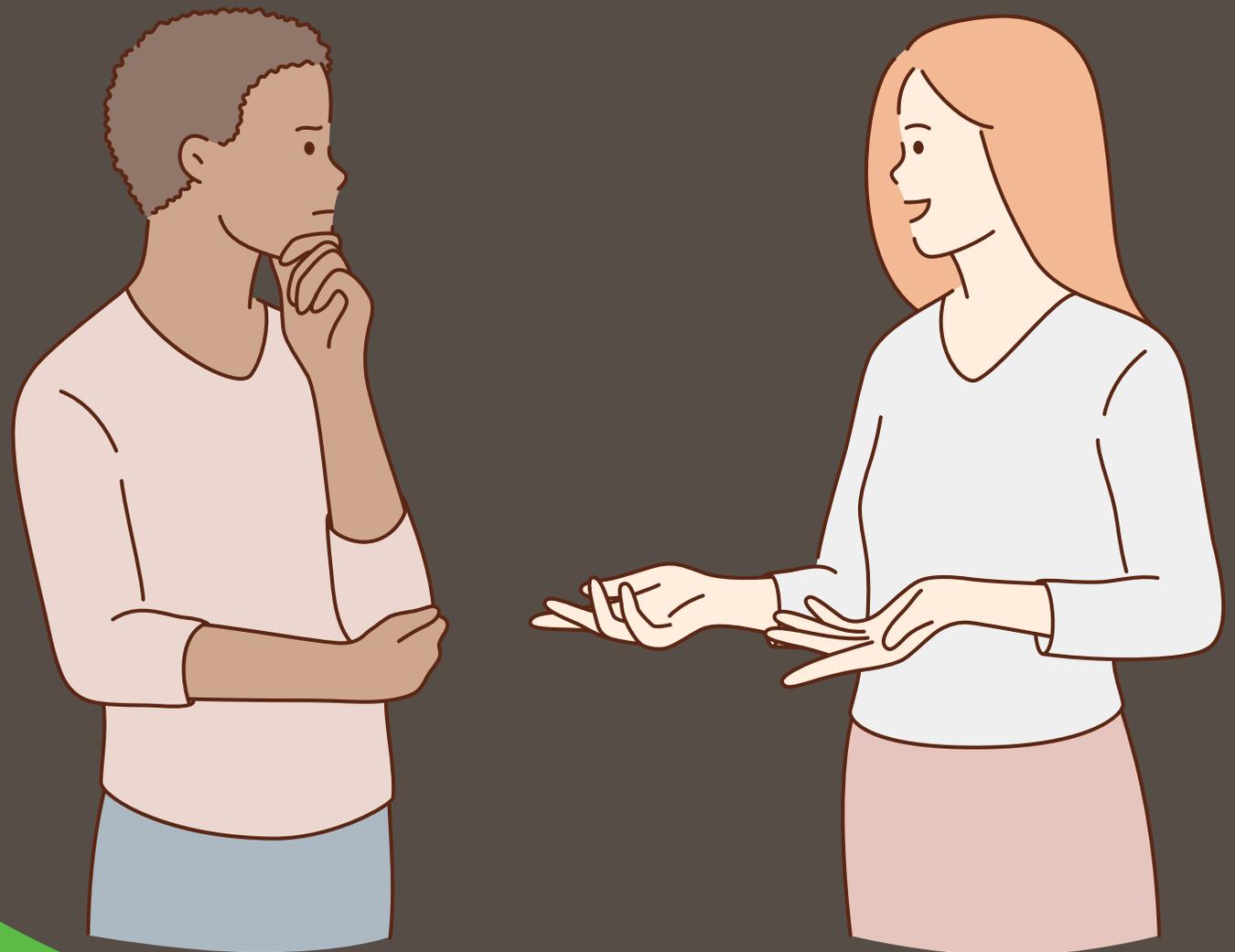


**How to  
handle difficult  
conversations  
at work**

**In difficult conversations,  
stakes are high & so  
are emotions**



**Start with seeking to  
understand rather  
than to be understood**



# Be honest about communicating your feelings & understanding others' feelings



**Be open to changing  
your position.  
Avoid being rigid.**



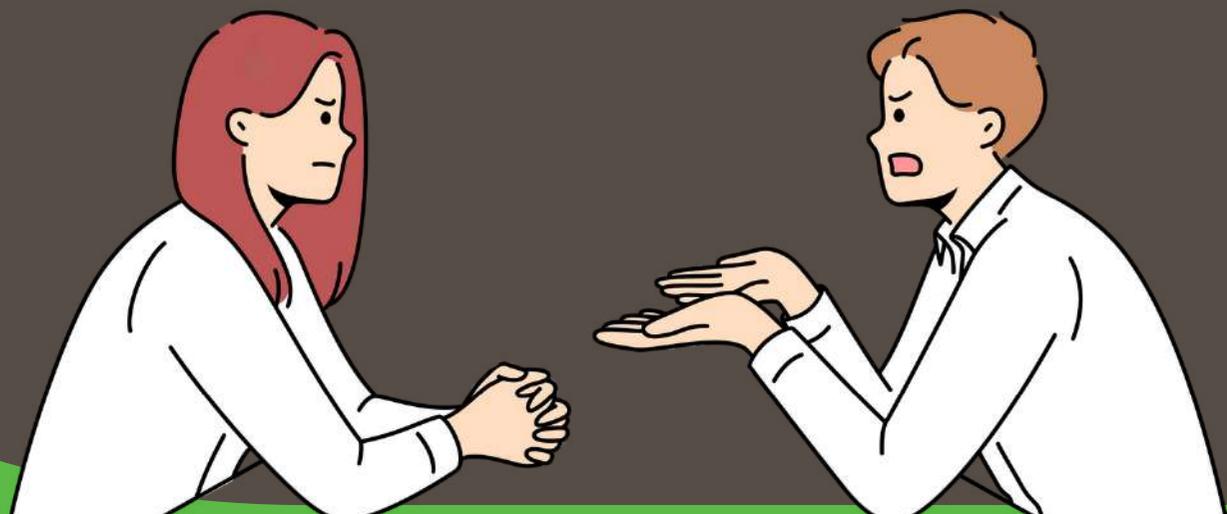
# Ask yourself

- What do I want for myself?
- What do I want for others?
- What do I want for this relationship?
- What do I want for everyone involved?



# Build a strong relationship that can weather rough waters

- Understand the individual
- Clarify expectations
- Commit to your commitments
- Integrity is a necessity
- Don't hesitate to apologize



# Conversations about employee wellbeing need not be difficult!



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