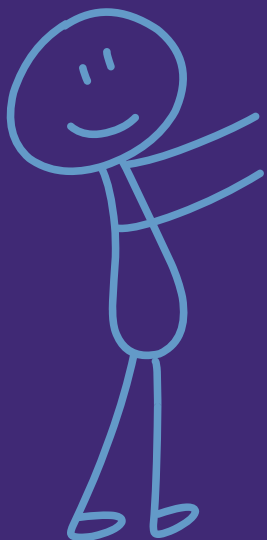


Prepare and Plan

- Take time
- Define your purpose
- Consider all perspectives
- Anticipate objections & Emotions



Setting

- Private
- Comfortable
- No distractions
- No interruptions



Active Listening

- It's a two-way open dialogue
- Give them your full attention
- Don't interrupt
- Empathise and validate their emotions
- Build trust



Use 'I' Statements

- I rather than you
- Focus on the issue, not the individual
- Share your feelings and concerns
- Invite them to share honestly



Remember!

Brave talks foster growth. Stay open, admit mistakes, and seek solutions with a genuine intent for common ground.

