

The Tough Conversations Framework

Before

E

EMOTIONS and Managing Yours

M

MAKE a Plan

During

P

PRESENCE is essential

A

ACKNOWLEDGE that the feedback may be difficult to hear

T

Take your **TIME** and be patient

H

HOLD your tongue and Practice Active Listening

E

EXPLICIT in your expectations from this conversation

T

TACTICAL plans

After

I

ISSUE documentation

C

CARE for your team member