

# How to Have Hard Conversations

# PREP

Whether furloughs, policy changes or organizational news, every company will need to have hard conversations with their employees at some point in time. But those hard conversations can be made easier with the right **PREP**.

Before you set that meeting or send out that first communication, use this checklist to prepare.

**Your goal should be clarity and brevity. No one wants to overstay a hard conversation.**

## Be Prepared

- Identify the **main point** you need to communicate.

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- Briefly explain the **why**.

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- Think through **questions** employee(s) may ask you, and how you will respond.

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- Think about the **location and time** of the conversation. Does it maximize privacy, dignity and the ability of the employee(s) to hear the information?

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- Is there a **next step** for the employee(s)? If so, identify it and share it with them.

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## Be Real

Honesty is essential. Don't hide the truth or hide from the truth. Keep to the facts and avoid speculation or sharing your own opinions.

## Be Empathetic

Put yourself in your employees' place and consider how they will feel. You need to share factually based information, but it should be clothed in humanity.

## Be Present

Plan to offer time for the employee(s) to process the information you've shared. Stay present and allow for reactions and responses. Avoid future statements if you aren't sure and don't answer questions that aren't asked. Stick to what you prepared. If you don't have an answer, commit to tracking down the information or response.