

How Do You Start a Difficult Conversation?

Examples of good first words to start a tense conversation,
i.e., with a positive intention:



“I want you to be successful here.”

“We’ve worked together great the last two years, and it’s important to me that we keep a good working relationship. Therefore...”

“You’ve been a valued client of ours for years, and I want to keep it that way and make sure that we communicate clearly with you about some of our recent policy changes, and address any concerns you might have...”

“You are an important member of our team, and I appreciate the hard work you put in to make our division successful. I want to make sure we keep the lines of honest communication open between us, so that we continue to have that successful working relationship...”

“I’ve enjoyed being a member of this team at XYZ Corporation, and I’d like to continue to work here and be excited about what I’m contributing here. Therefore, there’s a couple of things I was hoping we could talk openly about...”

“I’ve so valued that we have had the type of working relationship where we can be open with one another when issues have arisen. I want to keep those lines of communication open...Therefore...”