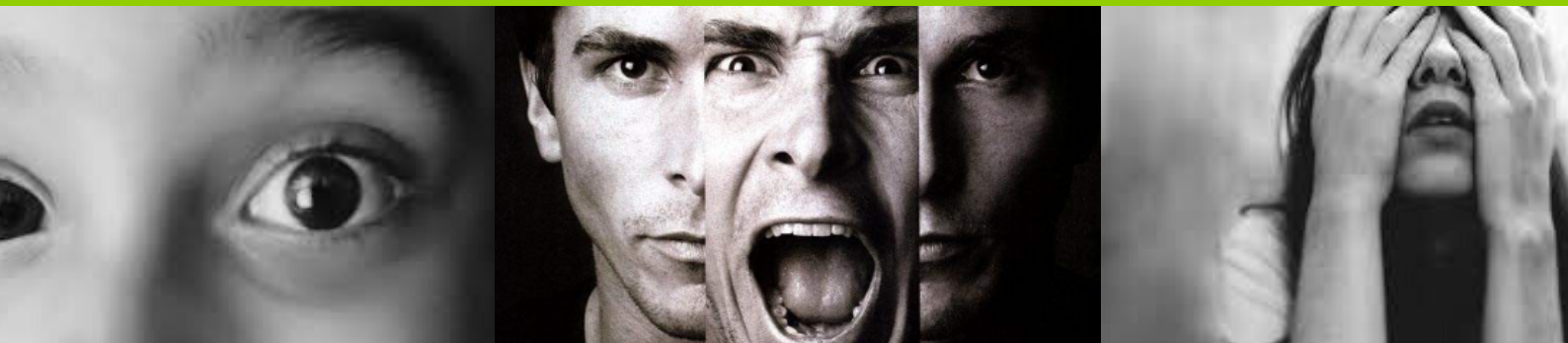




Having Difficult Conversations

Gretchen DiFante, City Manager, Pelham, Alabama

Process we go through when we receive "negative" feedback:



S _____

A _____

R _____

A _____

THE TIME IT TAKES TO REACH THE FINAL STAGE IS DIRECTLY DEPENDENT ON THE DEGREE OF TRUST YOU HAVE IN THE RELATIONSHIP



Why give feedback?

What are your other choices?

What are the results of those
choices?

Putting Learning Into Action

1. Think of someone with whom you need to have a difficult conversation (aka, give some negative feedback)
2. Use the process in the chart on the previous page to construct your feedback
3. Practice with a partner

I will ask for a couple of volunteers to practice in front of the whole group. We will need at least two volunteers, so please consider offering your scenario as a group role play.

Use the space below to make notes on your feedback process.