



### *Resource 13*

## **Difficult Conversations**

### **Preparation**

Think about what you need to discuss and ways to approach this.

What are the issues and possible solutions, what compromises are you prepared to both make.

### **Environment**

Sometimes neutral surroundings can be more comfortable than the place of work.

No distractions I.e. mobile phones or other members of the household interrupting.

Comfortable seating.

### **Confidentiality**

Consider where the conversation will take place to ensure confidentiality is respected.

### **Other considerations**

Ensure you seek the assistant / apprentice / co-childminder's view point and reflections on the issues discussed to ensure you are fair in your considerations.

Make drinks available.