Have the Difficult Conversations= Change the Game Conversations

1.Set the right mindset	2. Set the rules of engagement	3. Clearly state the purpose of the conversation	4. Stay calm and centered	5. Plan the conversation but don't script
6. Keep an open mind	7. Make an agreement to listen	8. Clarify what you heard	9. Seek input on problem solving	10. Slow down the conversation if necessary