

LEADERSHIP RHYTHM DOWNLOAD

Difficult Conversation Guide

A private, factual, dignity-preserving structure for addressing behavior and performance issues.



Use this tool during real shifts, not just training meetings. Print it, write on it, and return to it until the habit becomes normal.

Use this when it is time to address a performance or behavior issue. Have the conversation in private, never in front of the team.

Step 1: Choose the Setting

Private. Quiet. Calm. Public correction humiliates. Private correction develops.

Step 2: Lead with Facts

Not "I feel like you are not trying." Instead: "You were late three times this week, and here is how that affects the team."

Step 3: State the Expectation

Be specific. Not "Do better." Instead: "Starting tomorrow, I need you here at your scheduled time, ready to work. Can you commit to that?"

Step 4: Listen

Give the person a chance to respond. Sometimes there are real obstacles you did not know about. Sometimes the person just needs to feel heard.

Step 5: Define the Consequence

Not as a threat, but as a reality. "If this continues, here is what will happen." Without a consequence, the conversation is a suggestion.

Conversation Notes

Leader's Posture Checklist

- Am I seeking to help, or seeking to be right?
- Am I addressing the behavior, not attacking the person?
- Have I prepared specific facts, not just feelings?
- Am I giving a clear path forward, not just pointing out the problem?