

Constructing Crucial Conversations

From time to time in the workplace, you may witness or experience inappropriate behaviour that isn't aligned with company values, the Code of Conduct or could even be a breach of the law.

Whether you are a bystander or directly impacted, you can help to reduce power imbalances by calling it out in a safe and constructive way. Research shows that stopping negative behaviours in its tracks can prevent an escalation to more harmful behaviours like bullying, harassment and violence. Learning how to give feedback takes LOTS of practice!



Plan your conversation with these steps...

1. **Choose a good time** and a private place to chat.
2. **Seek permission** to give feedback.
3. **Keep your tone of voice friendly**, adopt an open posture and keep your emotions in check. Breathe!
4. **Keep it psychologically safe**. Be open to learning, show your vulnerability, be curious by asking questions.
5. **Start with positive intentions**. What you want for yourself and the other person, *What I really want for us, is to have a great working relationship...*
6. **Soften your start**. *I know this may not be your intention... you may not be aware... there is a perception that...*
7. **Express your feelings**. *When you..., I felt ... ,I would like you to...*
8. **Make desired behaviours crystal clear**. *This is OK, This is not OK.*
9. **Promote empathy**. *How do you think he feels when he hears those things about his group? How would you feel if someone said that about/did that to your brother/sister or boyfriend/girlfriend?*
10. **Remind them of the rules and policies**. *This behaviour is against our core values and Code of Conduct and could really get you in trouble.*
11. **Use humour**. *She plays like a girl? You mean she plays like Ash Barty or Sam Kerr?*
12. **Restate or paraphrase** to show you are listening. *So what you're saying is ...is that right?*
13. **Give person opportunity to speak**, *Anything else you would like to say?*

Wrap up and thank person for their time.