

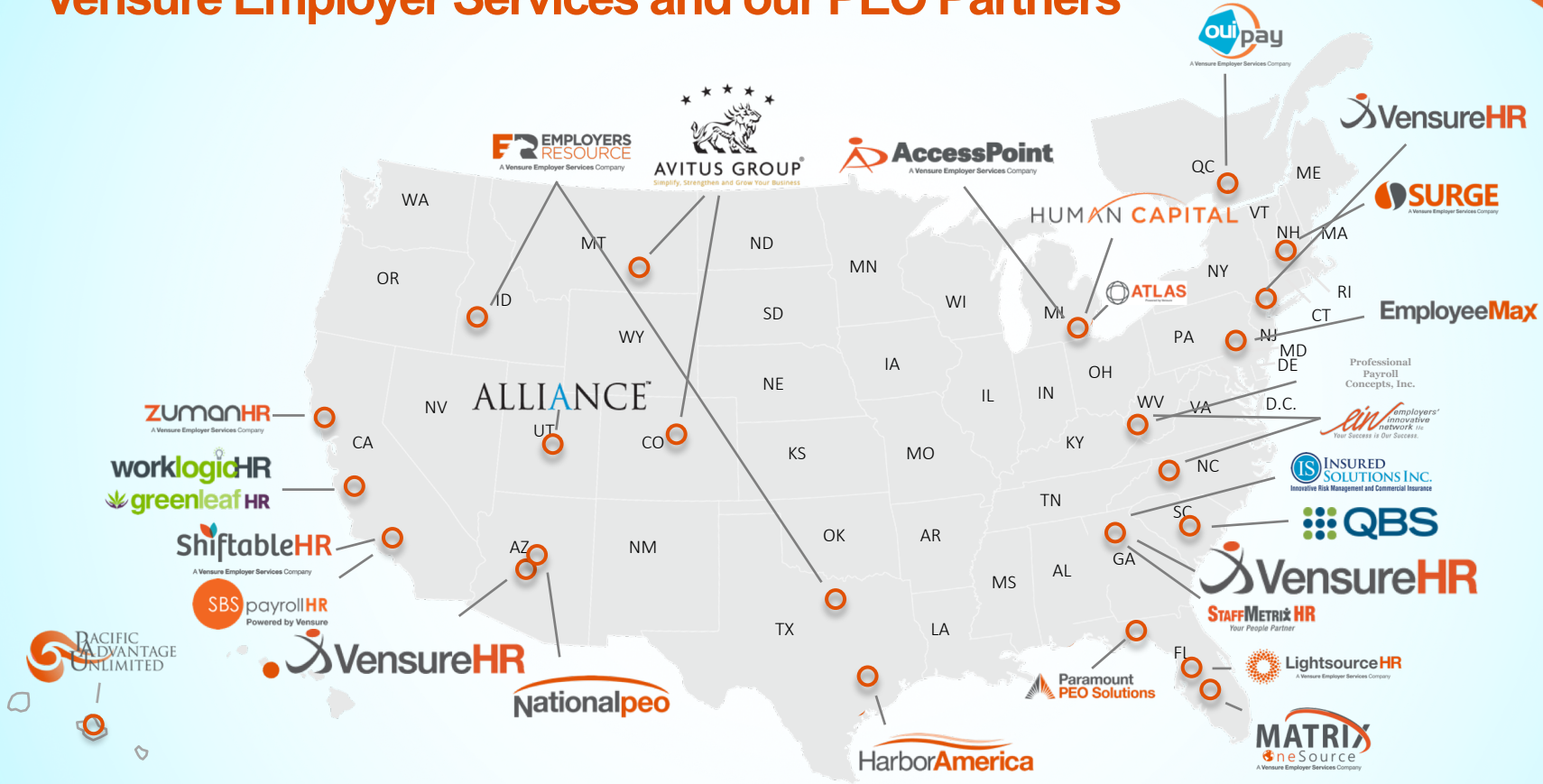


# Best Practices for Difficult Conversations

March 10, 2021



# Vensure Employer Services and our PEO Partners



# Agenda

- 1 Types of Difficult Conversations
- 2 Preparing for the Conversation
- 3 Creating a Script
- 4 Difficult Conversation Examples
- 5 The Termination Conversation
- 6 Q&A

# Instructions for Submitting Questions with GoToWebinar



› When you launched GoToWebinar, a control panel and a screen share window opened up



› In the control panel, there is a dropdown section entitled, “Questions”



› Open up that section and type your question into the dialog box and hit enter. **If you are a client, please put “CLIENT” in your question**



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› We will try to answer all the questions within the allotted time; however, if you did not get your question answered or if you come up with a question after the webinar ended, please contact [webinarHRhelp@Vensure.com](mailto:webinarHRhelp@Vensure.com)

## Our Panelist



**Robin Paggi**  
Training and Development Specialist

# 1

## Types of Difficult Conversations

# Types of Difficult Conversations

- › Poor Performance
- › Personal Issues
- › Disciplinary
- › Termination

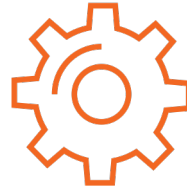


# 2

## Preparing for the Conversation

# Preparing For The Conversation

- › Think of the Response You Want
- › Think About How You Visually Communicate
- › The Fight, Flight, or Freeze Response
- › Create a Game Plan



# 3

## Creating a Script

## Creating a Script

- › Use a Soft Entry
- › State the Issue
- › Allow the Listener to Talk
- › Determine How the Listener Can Be Successful
- › Practice the Conversation



# 4

## Examples of Difficult Conversations

# Examples of Difficult Conversations

- › Coaching to Improve Performance
- › Talking About a Personal Issue
- › Failure to Meet Expectations
- › Policy Violation with Disciplinary Action



# 5

## The Termination Conversation

# The Termination Conversation

- › Have Necessary Documentation Ready
- › Be Firm and Compassionate
- › Terminate Access to Technology During The Conversation
- › Help Maintain the Employee's Privacy
- › What to Communicate to Staff



# Q&A

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**Thank You for  
Your Time**

