

Preparing for a difficult conversation with a senior colleague

Diplomacy in a hierarchy webinar notes

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- Be clear about the concern and its effect on the team
- Try to identify any biases you may have
- Practise, practise, practise!

- Be honest with yourself about issue at hand
 - Try not to confound it with other grievances
- Anticipate there will inevitably be hard feelings involved
 - Often happens when unpacking difference of opinion
 - Reflect on what your emotions mean

Be constructive rather
than confrontational

Brainstorm win-win
solutions to suggest
... Or at least mutually
tolerable ones

Ridge 2015, Weller et al 2010



Use the DESC structure for an assertive response

- Describe the situation objectively and specifically
- Express how it makes you feel and your concerns
- Suggest alternative actions
- Consequences are explained in terms of impact on the team

- Get into a genuinely collaborative mode
- What are you willing to accept?



- Where's the best place for the conversation?
- Avoid ambushing them, set a time for the chat



Do you know who else can help you if a resolution isn't reached, e.g. human resources/medical workforce team, senior colleague, training supervisor, college, medical indemnity insurer?



Be ready that it may take
some time to reach a
win-win resolution



References

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