Most hard conversations go wrong in the first 30 seconds.

Here is a 3-step way to open them well.

Swipe >

Why they go wrong

We open with blame.

The other person gets defensive.

Nothing useful gets said after that.

"We need to talk about your attitude" starts a fight, not a fix.

The 3-step opening

1 Purpose

Say why you are talking and that you want a good outcome for both.

2 Facts

Describe what happened with SBI. No labels or opinions.

3 Invite

Ask for their view, then listen before you reply.

Same issue, two openers

BLAME

"We need to talk about your attitude. You never take handoffs seriously."

3-STEP

I would like us to make handoffs smoother.

The last three arrived after 5pm, so the night team started late.

How do you see it?

Quick test: best Purpose line?

A "We need to talk about your attitude."

B "I want to talk about handoffs because I want us to work smoothly together."

C "Everyone is annoyed with you."

Swipe for the answer >

The answer: B

Why B works

It states a shared goal, so the other person hears a partner, not an attacker.

Then Facts

Add what you saw, with SBI.

Then Invite

Ask "How do you see it?" and listen.

Try this week

Pick one talk you have been putting off. Write your opening in 3 sentences.

Say it aloud once before you have the conversation.

Take the 10-minute interactive module on SkillSprint. Link in the comments.