

**DIFFICULT CONVERSATIONS WITH A LOVED ONE**  
**TOP TEN TIPS**



Operates Birmingham Carers Hub

**6**

**Be real and be honest**

Say what you really mean and try not to avoid the main point. Explain what you are thinking, how you feel and what you want. Take responsibility and be honest about the situation you are discussing.

**10**

**End with love**

Having a difficult conversation is not easy, and progress may seem slow. Own feelings, even though the time to listen and share their situation. Let them know that you love that's because you truly care about the

**8**

**It takes time**

Acknowledge that sometimes things won't get resolved in just one conversation. Be prepared to revisit the issue and are either moving forward or if anything has changed.

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**Understand**

Take a little time to really think about what you want to really think about what conversation; think about who the need to have others involved. Know that this may take longer than one conversation.

**4**

**Think about the environment**

Find a time and space to talk where you can both sit and really talk. You don't want time constraints or outside noise.

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## Acknowledge

You may have been building up to this moment for some time, reminding yourself why it is important to you is the first step.

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## Inform the other person

You may have had the time to reflect on what it is you want to achieve, however it is only fair to pre-warn the other person, rather than just offloading when it's right for you. Let them know when you want talk about, and ask them when would be a good time for them. Be prepared for them to not want to talk.

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## Set ground rules

Agree to really listen to each other and giving the other person, rather than just to share, even if you don't agree. Think about sitting next to each other each other as this is less confrontational.

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## Don't reflect

Regardless of the conversation try to talk about you and not the other person, for instance explain how the situation is making you feel, rather telling them how they are making you feel. Use 'I' statements, such as 'I feel upset', rather than 'you upset me'.

9

## Agree next steps

Agree what you will do following the conversation, don't leave until you have a plan of action and, if needed, a time when you will meet to discuss it again.

**Local Support  
for Birmingham**

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