

HEART-TO-HEART

When to Have a Heart-to-Heart Conversation

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When is it essential for you to lovingly interact with an individual when you would rather not?

1. When you know you wouldn't want to work with them again.
2. When you find yourself wanting to avoid interactions with them.
3. When the team you serve talks about their team negatively. By doing this, they are telling you that you're allowing your leadership to be undermined.
4. When others around you complain.
5. When other people know who you're talking about without naming them.
6. When you don't trust that they will follow through on what is agreed upon.
7. When you start to tell yourself, "Never mind, I'll just do it Myself," or you just ignore them.
8. When you ask someone below your employee to carry out a responsibility they should have.
9. When clients are harmed by inappropriate behavior.
10. When the individual is obviously struggling with adjusting, is unhappy, or is unwilling to follow procedures.
11. When you're angry at, obsess on, or do not enjoy your job because of their presence.
12. Before it becomes too late to deal with the negative consequences they cause.
13. If you had to redraft your client, friend, family or coworker list (fantasy football), would they be on it?

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