

Keep Learning | **Tips for Having Difficult Conversations with Peers**

Remote learning can provide unique barriers to communicating with peers. Keep these tips in mind when advocating for your needs and having difficult conversations with peers and team members.

Video chat or conferencing will be the best mode to have conversations with peers because they allow for non-verbal cues.

**Keep it positive and remember the other person may be nervous too.**

* *“I’ve been wanting to talk to you about this so I’m glad we can connect.”*
* *“I really want to help you with this, but I was hoping we could talk about something else before we do that.”*

**Own your discomfort to help you get more comfortable.**

* *“I don’t know how to say this, but I’d like to talk to you about something.”*

**Be observant. Pay attention to non-verbals and repeated behaviors.**

* *“The past week I’ve noticed you’ve been bailing on our zoom meetings. Is everything ok?”*

**Be direct. Clearly state observations, feelings, and expectations.**

* *“I notice you are posting on social media a lot, and seem to be expressing a lot of worry. Is there something I can do to help you redirect that energy?”*

**Actively listen. Repeat what you hear, ask clarifying questions, and identify feelings.**

* *“From what you tell me, it sounds like you’re feeling \_\_\_\_”*

**Offer assistance. Ask how you can be of help.**

* *“What can I do to support you?”*

**Take your time. State if you need time to think.**

* *“I need to think about what you just said for a moment”*
* *“I don’t know the answer to that right now, let me get back to you \_\_\_.”*