

Troubleshooting the Stuff of Life

It's a 100 percent guarantee there will be times that demand an apology and others that call on forgiveness. This can be hard, so we'll keep it simple.

Talking points for difficult conversations

Here are a few things to think about when talk is tough.

(If your needs are urgent, don't worry about these details—just seek help.)

PLAN AHEAD

Think about what you want to say.

CONSIDER TIMING

Find a quiet spot, if you can.

TAKE BREAKS

If the conversation stops being productive, know that it's okay to take a break.

SET EXPECTATIONS

Let your friend know what you expect out of the conversation.

PACE YOURSELF

Take your time.

LISTEN

Take time to hear your friend's side.

STAY CALM

If you find yourself getting upset, take a time-out.
