

find your voice.

*Handling Tricky
Conversations with
Confidence and Fairness*

with Christa D. Nader

2024  ina Conference

GTM[®]
PAYROLL & HR



who i am and where i've been



- More than 17 years of experience in the household industry
- Former Pre-K and Elementary School Teacher
- Nanny and Private Educator to UHNW families
- Founder of KITH & KIN Household Staffing Agency in NYC
- Served on the board for INA, including a year as Co-Vice President



Aww, look! It's baby Christa with two NKs hiding!

who i am and where i've been



- Speaker at iNNTD, Nannypalooza + INA conferences, and was keynote speaker at the 2019 APNA conference
- Agency Partner Manager at GTM Payroll Services
- Mom to a 2.5-year-old (*and I've hired a few sitters!*)
- Love anything outdoors, love animals, and I believe strongly in equality and honoring the shared humanity in us all.



Aww, look! It's Mama Christa with her baby!

our road map today

AGREEMENTS

5

SCENARIOS

10

METHOD

13

PRACTICE

27

MINI Q+A (AS A TREAT)



a few agreements
to start us off...



conflict is inevitable.



we are modeling humanity.



“a nanny is a luxury!”





my voice won't be yours.



this is your first time here.



common issues to be discussed...

- Not wanting to pay guaranteed hours, or agreeing to other standards
- Several additional tasks have become the norm
- You need a raise
- Misalignment in safety or discipline procedures
- *What else?*



the sandwich method

(THIS IS THE SECRET SAUCE!)

“The Sandwich Method” is *the* key to effective, confident, and fair communication.

1. Positive Opening Statement
2. Problem or Issue You’re Facing
3. Suggested Solution(s)
4. Positive Closing Statement





my favorite phrases for introducing the issue...

- "Lately I've noticed..."
- "I'm curious if you've noticed..."
- "I'm feeling pulled in multiple directions when...."
- "I'm no longer comfortable in doing xyz because..."
- "When I need to prioritize x, then..."
- "I'm finding it hard to"



my favorite phrases for discussing solutions...

- “Could we try...”
- “Could we agree to...”
- “Would it be helpful if....”
- “It would be helpful for me if you...”
- “From now on, I would like...”
- “What can we take off my plate to make space for this?”



Is this a new issue that needs some perspective, *or* is this something that needs a reminder?

Is this important *and* urgent, *or* can it wait until a scheduled check-in?

At what point will this become a fire in the wall for me?

guaranteed hours.

You really love your nanny-kids, and overall, the position has been great so far. Now, it's spring break, and the nanny-family just told you they've just been invited on a last-minute ski-trip with friends. Since that's quite costly, they've decided that to save some money, they aren't going to pay you for the week off, because legally, they don't have to, and they know it. While you are happy to get a little time off, you've still got bills to pay. How do you handle this?



Positive Opening:

I am so excited for the children to have this opportunity – it sounds so fun!

Problem or Issue:

When I have worked positions in the past that did not provide stable, consistent income, it has made it challenging to reliably pay my bills, and I am not able to shift that pay-as-we-go structure.

Suggested Solution:

In order for me to guarantee my availability for you each week, I still need to be paid for my regular hours, even though you will not need me that week, similar to how you would still need to pay for a spot in daycare even when Child would not attend.

Positive Closing:

Everything has been great thus far, and I am sure you can appreciate my practical needs in our arrangement. Do you have any questions?

curve-ball after a perfect trial.

You've had two strong interviews, and a perfect trial for that dream job. Congratulations! They've just presented you with an offer letter, but you noticed that they've added in "1-2 date nights a week" under the expectations, on top of an already hefty schedule of 50 hours per week, which is all the hours they are guaranteeing. How do you feel, and how do you tactfully discuss your boundaries without blowing the whole opportunity? Is this a dealbreaker, or can you accommodate this change?



Positive Opening:

I am honored you would like to offer me the job. Your children are amazing, and I think we'll make a great team.

Problem or Issue:

I noticed in the offer letter that there was an additional requirement that wasn't in the job description for 1-2 nights extra each week. I am happy to help beyond the base hours, but work-life balance is important to me so I may always show up as my best, well-rested self, ready to take on the day.

Suggested Solution:

It would be helpful for me if we were able to either set one evening a week firm, and/or set the days 2 weeks in advance, as well as have an extra 4 hours be built into my guaranteed hours. Would this be something that would work for you?

Positive Closing:

I'm excited about starting with your family, and I am hopeful we can find a solution that will cover your needs while making sure I can fully meet the expectations.

the dreaded monday morning mess.

We've all been there. The family clearly had a fun weekend, and you show up to the dog whining to go outside, the toddler crying about not having a third glass of orange juice, the 2nd grader panicking about not finding her backpack, and both parents stressed, short, and busily rushing around the house getting dressed. You now not only have to calm the children, but also the environment, all while packing lunch for the eldest.

When you walk into the kitchen, there you find (for the 4th week in a row) not only a sink full of dishes, but the lunch box and water bottle were not cleaned on Friday, and there is no space in the sink to take-action since there are pots, pans, plates, wine glasses, and sippy cups all over the place.

The toddler has now pushed her breakfast plate off the table in a fit of rage.



Positive Opening:

You guys always have such fun, packed weekends, and I love that you prioritize being together over less urgent tasks.

Problem or Issue:

When I arrive to work on Monday mornings and the environment is still in weekend mode, I'm finding it hard to model cleanliness with the children and give them my full attention when we aren't starting with a blank slate and are working to catch up.

Suggested Solution:

I'm curious if it would be helpful if I researched some cleaning companies who had availability to come for a few hours on Sunday so that we are starting the week fresh with only the breakfast dishes on Mondays, or if I create a plan for the children to take more responsibility with weekly chores on Sunday nights.

Positive Closing:

We always so work well together as a team, and I know with a little more effort, things can run even more smoothly as we start each week with less stress on a more positive foot.

job creep.

Your job is to be helpful and take the mental load off your boss' plates, and wow, do you crush it, so much so that over the course of the past 6 months, it's now assumed that you are the one to take the mom's \$5,000 gala dress to the dry cleaners, pick the dog up from the groomers, plan and prep 3 dinners a week, and research activities for their trip to Bora Bora, sometimes all with the children in tow! What a compliment to your attitude and abilities!



Positive Opening:

I want to acknowledge how much you are juggling. I see how hard you are working, and yet you show up for your children.

Problem or Issue:

Lately, I've noticed that there are several tasks I am expected to complete that aren't directly related to the care of your children. I'm always happy to help, but I'm feeling torn in multiple directions.

Suggested Solution:

What can we take off my plate to ensure that my focus and energy can be best spent on providing your children with the absolute best care? /// I'd like to outsource some of the assistant-type tasks to someone else part-time, and if that is in your budget, I'd be happy to research some options for hiring.

Positive Closing:

Caring for your children is my passion, and I want to keep my job satisfaction high for years to come!

you need a raise. ask yourself...

What's changed about the role, and how have you gone above and beyond?

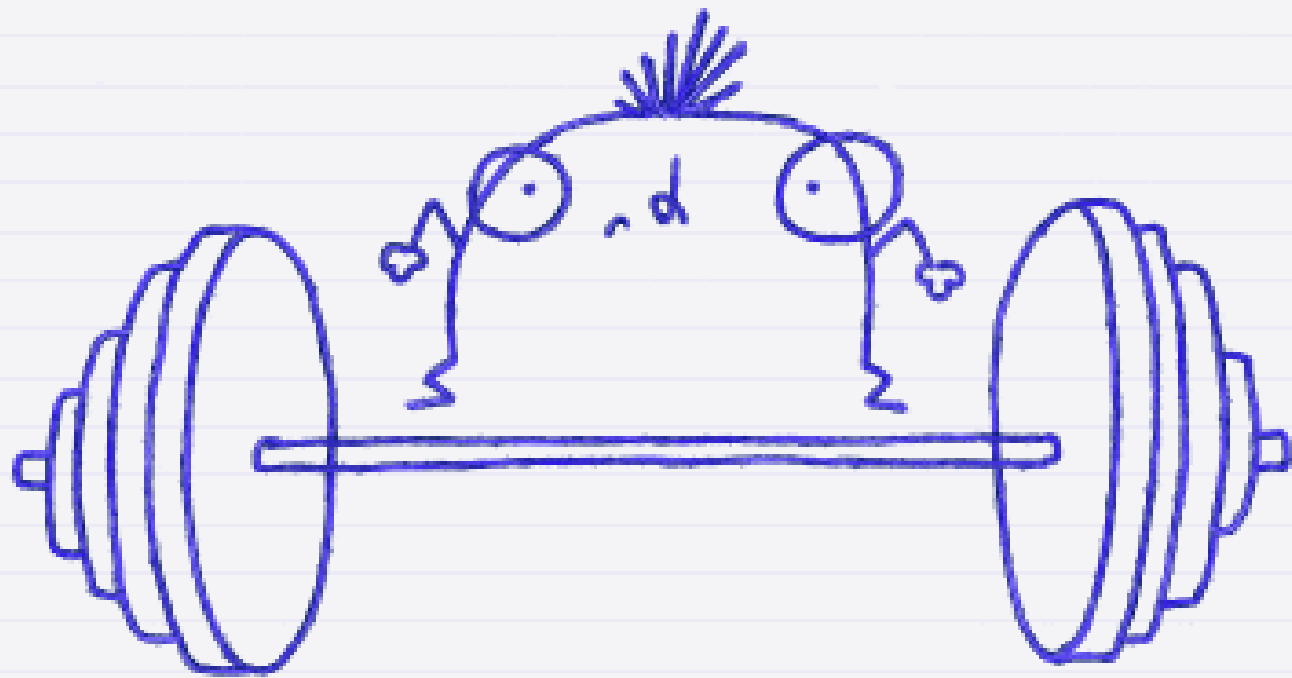
Ask for the raise with confidence. Don't flinch with numbers - they will acknowledge your worth.

Assuming you have their trust, document for yourself all the extras you do, as you do them.

"How valuable are these additional tasks to you?"

"What bump in compensation level feels appropriate for the value my work brings to your daily lives?"

"I love my work, and I love your family. A bump in compensation keeps me motivated and feeling appreciated for a job well done."



introducing the issue...

- "Lately I've noticed..."
- "I'm curious if you've noticed..."
- "I'm feeling pulled in multiple directions when...."
- "When I need to prioritize x, then..."
- "I'm finding it hard to"
- "I'm no longer comfortable in doing xyz because..."
- "I'm not able..."

discussing solutions...

- "Could we try..."
- "Could we agree to..."
- "Would it be helpful if...."
- "It would be helpful for me if you..."
- "From now on, I would like..."
- "What can we take off my plate to make space for this?"
- "I can do x instead."

a few last loving
reminders...



what's best isn't always what's
easiest.

commit to widening your
perspective.



hard pass.

GTM supports nannies like you!

- Provide educational resources for families, agencies, and nannies
- Nanny Relief Fund
- Fair and Legal Pay
- National Nanny Recognition Week
- International Nanny Training Day
- Participation in professional organizations
- And much more!



keep in touch!

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thanks, you!

