

Planning for a Difficult Conversation

This simple planning tool will serve you in preparing for the meeting. In most cases, it is best to consider talking points with specific examples. It is typically best not to read from a written paper or prepared script. Use this tool to organize your thinking and determine key points you want to address.

What is the key focus or concern to be discussed during the conversation?	
How have standards and expectations connected to this concern been previously articulated to the person?	
What is the desired outcome of the conversation?	
How involved would you like the other person to be in thinking through solutions to the concern? (Remember that coaching and collaboration work best with quadrants 2-4 staff.)	
What will you intentionally do, and how will you “be” during this conversation, knowing that mindset and presuming positive intent are always embedded within the way you address concerns?	