

Difficult conversation planner

Whilst preparation won't guarantee that a difficult conversation goes perfectly, it gives you a an opportunity to organise your thoughts and plan your approach.

What is your goal or objective?	
What's the reason for the conversation?	
What is the outcome from the conversation?	
What do I hope will come from it?	
What is the one message I want the other person to be able to repeat back to me at the end of the conversation?	
When to have the meeting?	
Where will I have the meeting, so I don't get disturbed?	
What time is best?	
Things to consider?	
How will I start the conversation? State the purpose of the meeting. What concerns do you have?	
What questions can I ask to get their perspective?	
What are some simple solutions I can suggest?	
Use 'I' statements and be specific	
What information might I be missing? What do I need to learn in this conversation?	
What do I know about how they respond to feedback or conflict?	
How can I make this feel like a dialogue, not a confrontation?	

What do I need from this conversation to move forward?	
How will I follow up or check in after the conversation?	
Plan your conversation	

