

# DIFFICULT CONVERSATION PREPARATION WORKSHEET

## PURPOSE

| <b>SITUATION</b><br>Understand each other's story | <b>CONTRIBUTION</b><br>What contributed to the situation | <b>IMPACT</b><br>What is the impact?           | <b>PURPOSE</b><br>What will be different after the conversation? |
|---|--|--|--|
| My story:<br><br><br><br><br>Data:                | My contribution:<br><br><br><br>My intent:               | Impact to me:<br><br><br><br>My feelings:      | What is my purpose for the conversation?                         |
| Their story:<br><br><br><br><br>Data:             | Their contribution:<br><br><br><br>Their intent:         | Impact to them:<br><br><br><br>Their feelings: | What might be their purpose for the conversation?                |

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## ATTITUDE

| <b>TRIGGERS</b><br>Understand possible hot buttons/triggers.    | <b>MINDSET</b><br>What is your perception of the conversation outcomes? | <b>POSITIONS</b><br>Where am I willing to compromise?                                    | <b>PURPOSE</b><br>What will your relationship be like after the conversation? |
|---|---|--|---|
| My triggers:<br><br><br><br><br><br><br>Productive response:    | Negative outcomes:<br><br><br><br><br><br><br>Positive outcomes:        | Where will I compromise?<br><br><br><br><br><br><br>Where won't I compromise?            | What is my desire for this relationship?                                      |
| Their triggers:<br><br><br><br><br><br><br>Productive response: | Negative outcomes:<br><br><br><br><br><br><br>Positive outcomes:        | Where might they compromise?<br><br><br><br><br><br><br>Where might they not compromise? | What might be their desire for this relationship?                             |

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| STRATEGY  |   | SCRIPT  |  |
|---|---|---|--|
| REACH OUT WITH DIPLOMACY<br>Clarify the topic of discussion | MEETING LOGISTICS<br>Agree on meeting specifics | OPENING<br>How will you start the conversation?<br>Script the first 30 seconds.               | KEY QUESTIONS<br>What are the 2-4 key questions you need answered? |
| Speak to your need:   | Who:  | Thank you: "Thank your taking the time to talk to me about ..."                               | 1  |
|   | Where:  | My feelings:  | 2  |
| Ask a question to contract for the meeting:                 | When:   | Articulate your story (Situation, Contribution, Impact described on first page of worksheet): | 3  |
|   | Duration:                                       |   | 4  |