

Recall a difficult conversation that did not go well...

Assumptions I made	
What I said and how I delivered the message	
How he/she responded	
Body language I noticed in each of us	
How I felt after the conversation	

Now recall a difficult conversation that did go well...

Assumptions I made	
What I said and how I delivered the message	
How he/she responded	
Body language I noticed in each of us	
How I felt after the conversation	

What are the differences between the two? How might you better prepare next time?

Use the following template to prepare for your next difficult conversation

PURPOSE:
What is my purpose
for having this
conversation?
(any hidden purpose?)

PERSONAL STATE:
How can I deliver this
without any baggage?

ASSUMPTIONS:
What am I assuming
about the other
person’s intentions
and motives?

PERSPECTIVE:
How can I step into
their shoes? What
presumptions might
they have about me?

Use the following framework to open your next difficult conversation...

I want to talk to you about...	
The spirit in which I want to discuss this is...	
The impact of this is...	
I have contributed to this by...	
What I would like to see is...	
I'd like to understand what's happening from your perspective?	

As the conversation progresses the following are useful questions to ask in order to maintain dialogue and then reach a resolution...

DISCUSSION

Please say more about this – I'd like to understand your thinking

What I'm hearing is XX. Have I got that right?

How do you see the situation?

What are your thoughts on what I've just shared?

RESOLUTION

Where are we now?

Has anything been left unsaid that needs saying?

How can we move forward from here?

What are we both agreeing to?