

Tough Talk Prep Sheet

PREPARING TO HAVE A DIFFICULT CONVERSATION AT WORK

AUDIENCE

1. Where in the organization does this person work?
2. How aware are they of the situation?
3. What perspective might they bring to the conversation?
4. What are their values?

YOU

1. What do you know about your own tendencies (overly directive, overly accommodating) that you want to be aware of as you enter this conversation?
2. What are your values that might clash with theirs?
3. What else is important to keep in mind?

SITUATION

1. What are the facts of the situation that are prompting this conversation?
2. Is this a pattern (for you or for them)?
3. What might you have done to contribute to the current situation?
4. Facts include feelings — what might be their feelings about it, what are yours?

DIRECTION

1. What's your motivation for this dialog?
2. What do you really want from this conversation? What do you really NOT want from this conversation?
3. What do you imagine the other person wants?
4. What might be some mutual goals?
5. What would be the best possible outcome versus the worst for the conversation?

NOTE: This worksheet is a synthesis of material adapted from *Crucial Confrontations* (2005), *Fierce Conversations* (2002), the GROW coaching model, and from Clearwater's work with organizations and teams over the years. © Clearwater Consulting Group



For more information on the training we offer on disarming difficult conversations, contact Clearwater at 404-634-4332.