**TEMPLATE: Planning What to Say to Address a Difficult Conversation-Behavioral Issue**

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| **Begin with an opening high-level purpose and intent statement** |
| **Describe the situation using facts (vs your interpretations)**  |
| **Describe the behavior or issue** |
| **State the impact/consequences**  |
| **State what you want to see more of expressing confidence in them (vs focusing only on what you want the person to stop)**  |
| **Restate overall intent** |
| **Invite their perspective, ask questions** |

 

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