**TEMPLATE: Preparing for a Difficult Conversation**

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| I need to be candid with who about what? |
| What is the specific change I need to happen? What is the outcome I need from the conversation? |
| The facts I currently have are: |
| The facts I need to get are: |
| The interpretations I am making are (or stories I’m telling myself about the situation, i.e. ladder of inference): |
| The reactions I am expecting from the other person are: |
| What are my personal communication style tendencies? How will they help/hinder me in the difficult conversation I need to have? How can I leverage, manage, and/or mitigate them? |
| What are my mental models around this situation, i.e. the “shoulds and shouldn’ts,” opinions, biases, and perspectives I’m bringing to the situation? |
| The things that could trigger high emotion in me in this conversation are: |
| I will manage any triggers by: |
| If I were in the other parties' shoes, what would their perspective be? What would their needs be in this conversation? |
| What do I know about the other parties’ communication style preferences, i.e. details and context, short but direct, etc.? |
| What is the current state of trust in the relationship? How can I create feelings of trust, credibility, and safety in my approach? |



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