

Planning What to Say to Address a Difficult Conversation-Behavioral Issue

Begin with an o	pening high-le	vel purpose and i	ntent statement
		ter parpose ana r	

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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