

Preparing for a Difficult Conversation

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?