

PREPARING FOR A TOUGH CONVERSATION & GIVING FEEDBACK

1 **WHAT IS THE ISSUE?**
Exactly what is going on?

-OR-

1 **WHAT'S MY MAIN POINT?**
Am I being objective? Who is involved? Is this sensitive?

2 **WHAT IS THE IMPACT?**
Who and what are being affected and to what extent?

-OR-

2 **SUGGESTION OR NON-NEGOTIABLE?**
Where can I be flexible? Am I directing or discussing?

3 **WHAT IS THE IDEAL OUTCOME?**
What is the best joint resolution? Can we come up with a solution where both buy in and feel valued?



THINK YOU'RE READY? Stop and ask a few more questions:

What do I hope to accomplish by having this conversation?

Am I creating a story in my head that's not validated?

Is this person aware of the problem or will this catch them off guard?

Am I rushing and not properly thinking this through?

Am I being respectful? Am I being kind?

Do I know the whole story or only part of it?

Is this the right time to address it?

Is this an on-going or a one-time incident?

How have I contributed to this problem?

Can any part of this be taken the wrong way?

CRAFT A GENTLE LEAD-IN

Help me understand (your point of view, you thinking here, what you were aiming to achieve).

Doing _____ doesn't seem like your usual self.

I need your help with what just happened. Do you have a few minutes to talk?

I'd like to talk about _____. I think we have different ideas about how to _____.

What I like about this is _____. What would make me like it even better is _____.

Can we talk about _____? I love to find a way for us to more aligned.

I have something I'd like to discuss with you that I think will help us work better together.

I'd like to talk about _____. But first, can I get your perspective on it?

Here are a few starter thoughts. What's your take?