

Difficult Conversations Template

PREPARE

<i>Context</i>	<i>Needs</i>	<i>Outcomes</i>
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What is my perspective? _____

What is the goal of my conversation? _____

What are the important data points to support my case?

- 1) Data point #1 _____
- 2) Data point #2 _____
- 3) Data point #3 _____

What are the concerns/desires of the other party? _____

What are the potential solutions to this challenge?

- 1) Solution #1 _____
- 2) Solution #2 _____
- 3) Solution #3 _____

What follow-up/powerful questions should I be prepared to ask? To answer? _____

GRADS of LIFE

EXECUTE

Express	Align
1) Confirm time, space and place	4) Provide recommendation
2) Provide perspective	5) Gain agreement
3) Seek perspective	6) Mitigate misalignment
7) Close conversation	

Best Practices

- Make it clear that you would like to have a conversation with the other party
- Acknowledge that you need to have a hard conversation
- Articulate why are you having this conversation?
 - Are you making a request? Are you providing feedback?
- Practice how you'd like to deliver the conversation
- Assume best intent
- Agree to next steps
- Set clear expectations and actionable items for the future
- Make sure both parties know what is expected of them going forward

FOLLOW UP

Check in and/or Provide Feedback
Consider...
• Have I followed up with an email to confirm understanding and next steps?
• Have I expressed gratitude for the other party's engagement?
• Is the agreement working for you?
• Is the agreement working for the other party?
• Does the agreement need to be modified?
• How might I approach this differently in the future?
• Have I reinforced the agreement with feedback?

Understand that even the **best** followed plan may not result in the best outcome. Be patient with yourself and take care