

Difficult Conversations Worksheet

The ability to engage in difficult conversations effectively often separates great leaders from average leaders. Effective communicators address the two temptations that derail difficult conversations:



Difficult but effective conversations follow this simple framework of sharing AND asking:

Step	Sounds like...
<u>Ask</u> for permission	“May I share a concern with you?”
1. State the facts	“This is what happened...”
2. Share the implication	“I’m worried this could mean...”
<u>Ask</u> for input	“How do you see the situation?”
3. Make case for change	“I’d like to propose...”
<u>Ask</u> for commitment	“Would you be willing to make this change?”

Preparing for a Difficult Conversation

To prepare for your next difficult conversation, fill in the table below. Each box should contain one sentence or phrase for the sake of clarity. (You’ll likely include additional commentary during your conversation, but brevity will enhance your clarity as you prepare.)

Only the three steps are required, but including the “asking” prompts will create a two-way dialogue to significantly improve the quality of the conversation, resolution and relationship.

Step	One sentence or phrase
<u>Ask</u> for permission	
1. State the facts	
2. Share the implication	
<u>Ask</u> for input	
3. Make case for change	
<u>Ask</u> for commitment	

