Recipe for Difficult Conversations Reflect on the situation Is the real conflict inside you? Decide if you want to Is a change in your behaviour a better have the conversation approach? Are you focused on a short term gain/relief? Are you planning a drive-buy conversation? No Yes Learning **Clarify your** Problem solving purpose Strengthening a relationship Describe the facts you observed Share your view Explain the impact it had on you or others 7 Take responsibility for your contributions State your purpose again Be sincere, curious, an open minded Listen to their perspective Listen to understand not to answer Oheck your understanding Acknowledge their feelings Don't make statements disguised as questions They aren't They are Ask for examples receptive receptive Invite them to suggest ideas then share yours Develop experiments to test your assumptions **Problem solve** Olose with a concrete plan together Agree on how to follow-up