

Aspiring Leadership

Difficult Conversation Preparation Worksheet

Difficult Conversations: How to Discuss What Matters Most (Stone, Patton & Heen, 2000)

1 Understand - What Happened?

➔ *The Stories and Assumptions:*

What is the problem from my point of view?

What do you think is the problem from their point of view?

What information supports my story?

What information supports their story?

What are the relevant past experiences influencing my perspective?

What are the relevant past experiences influencing their perspective?

➔ *Contributions:*

How have I contributed to the situation?

How have they contributed to the situation?

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➔ **Impact and Intentions:**

What impact has this situation had on me?

What impact might this situation have or be having on them?

What are my intentions?

What are their intentions?

2. Feelings

How do I feel about this situation?

What might they feel?

Which feelings make sense for me to share in this situation?

3. Identity

What do I fear this situation says about me?

What might they think the situation says about them?

What is true about this situation?

What is not true about this?

4. Purpose

What is my purpose for having this conversation?

Circle the purposes that are 1) in your control and 2) helpful to you.

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