



Difficult Conversation Planner

Your Outcomes	Their Outcomes
What do you need to achieve from this meeting? How would you like the other person to go away feeling?	What might the other person be expecting from this meeting?
Conversation Plan – The Way In	
How will you open the conversation?	
Communicating Effectively	
What messages do you need to get across?	What evidence / examples do you have that will help you get the message across?
Anticipating Reactions and Responses	
THEIR REACTIONS – What might their objectives be? What counter-arguments will they have?	YOUR RESPONSES -
Anticipating Emotional Interactions	
THEIRS – What emotions or behaviours might they display?	YOURS – What responses do you need to give the meeting its best chance of success?
Closing the Conversation	Next Steps
How will you close the conversation?	What are the next steps?

