



Challenging Conversations Process

Step 1 – Write down how you really want to say it!

Step 2 – Create a plan using empathy, develop a clear statement of issue with facts to back it up, create the right environment

Step 3 – State the issue - clear and concise

Step 4 – Present the data to make it objective rather than subjective

Step 5 – Use a question to trigger engagement and start a dialogue

Step 6 – Build the solution together

Step 7 – Follow up – review, learn and go again

Planning The
Challenging
Conversation

Having The
Challenging
Conversation

Making It
Happen

Challenging Conversation Planning Sheet



Step 1 | How do I really want to say it?

Step 2 | What is the best approach?

Their situation, context, personality, fears, hopes

My situation, context, personality, fears, hopes

Step 3 | What is the issue? (Ideally one sentence to make it clear and concise)

Step 4 | What Data/Facts can I use to make it objective?

Step 5 | What questions should I ask to trigger engagement?

Step 6 | What tools can I use to build solution together – Brainstorming, Sticky Steps, Radiant Problem Solving – others?

Step 6 | What would be good follow up?