How to Have a Difficult Conversation at Work

Fill out this worksheet before going into a difficult conversation

In short, what is the situation?

What happened, exactly? Outline the facts.

- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________

What do they think happened?

- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________

What am I worried about? What are my major concerns?

- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________
- ________________________________________________________________

What are their motivations? What might be going on with them that I'm not seeing?

- ________________________________________________________________
- ________________________________________________________________

How have I contributed to this situation?

- ________________________________________________________________
- ________________________________________________________________
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How does all this leave me feeling?
- I feel _______________________
- I feel _______________________
- I feel _______________________

How might a conversation about all this get derailed?

<table>
<thead>
<tr>
<th>What might happen</th>
<th>How I can prevent it/deal with it</th>
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</tbody>
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What phrases will help me through this? *(Choose from handout)*
- __________________________________________________________
- __________________________________________________________
- __________________________________________________________
- __________________________________________________________
- __________________________________________________________
- __________________________________________________________

At the end of the conversation, what do I want to have accomplished?
- __________________________________________________________
- __________________________________________________________
- __________________________________________________________
- __________________________________________________________