

Worksheet for Preparing to Engage in a Difficult Conversation

Step	What will you say? What will you do?
1. Spend some private time to identify the problem and acknowledge different points of view.	
2. Be certain this is a problem that is worth addressing.	
3. Invite the other person to talk with you.	
4. Start the conversation by "seeking first to understand."	
5. Share your own point of view, your intentions, and your feelings. Use "I" statements. Take responsibility for your part.	
6. Talk about the future and what can happen differently, so you don't end up in the same place.	
7. Thank the other person for talking with you.	