WORKPLACEHERO - FREE RESOURCE

Difficult conversation planner

Fifteen minutes of preparation is the difference between a conversation and an argument.

1. The facts, not the feelings

What has actually happened? Dates, examples, what was said or done. Nothing you could not repeat to the person's face.

2. The impact

What has the effect been on the work, the team, the learner or the customer? This is the part that makes it reasonable to raise.

3. What I want to happen

One sentence. What does good look like after this conversation?

4. What they may say, and my response

Name the two most likely responses - including the one you are dreading - and how you will answer without escalating.

5. Opening line

Write it out word for word. You will be glad you did.

6. Agreed actions and review date

Filled in during or straight after the conversation.

Afterwards: write down what you would do differently next time while it is fresh. Handled well, a hard conversation is one of the strongest CPD entries you will make - record it at workplacehero.co.uk/personal-cpd