



## Planning for the Conversation Worksheet

- 1) What is the issue or problem?
- 2) What are the feelings involved?
- 3) What is the impact the behavior is having (relationship, team, organization)?
- 4) What do you want the result to be?
  - For yourself?
  - For the other person?
  - For the relationship?
  - For the group or team?
- 5) What is your story? The story you are telling yourself about the situation.
  - Is there anything I may not be aware of?
  - Why would someone be doing this?
  - What should I do to move them toward what needs to happen?
- 6) Your scripts
  - The story as you see it?
  - What questions are you going to ask?
- 7) During the conversation plan
  - What is the worst thing that could possibly happen during the conversation?
  - What is the best possible thing that could happen during the conversation?
  - Does their side of the story impact the situation?
  - Do I need to apologize?
  - Do I need create a mutual purpose?
- 8) Follow Up Plan
  - When?
  - How?
  - Where?
  - Who needs to be involved?