

Difficult Conversations Preparation Form

This worksheet is designed to help you prepare before engaging in a difficult conversation such as providing constructive feedback or addressing a conflict in a way that supports growth and improves performance, while maintaining respect and empathy.

1. What is **your** natural response to conflict? *Reference their PI behavioral report, if you have it!*

- | | | |
|--|----|--|
| <input type="checkbox"/> Give in, accept or avoid | or | <input type="checkbox"/> Challenge, compete, argue |
| <input type="checkbox"/> Go quiet, take time to reflect | or | <input type="checkbox"/> Ready to talk, defend your reputation |
| <input type="checkbox"/> Selective listening, takes action | or | <input type="checkbox"/> Want to take time to understand, think |
| <input type="checkbox"/> Shrug it off, roll off shoulders | or | <input type="checkbox"/> Avoid mistakes and conflict at all cost |

2. Describe your **desired outcome** for this conversation:

3. What is the other person's response to conflict? *Reference their PI report, if you have it!*

- | | | |
|--|----|--|
| <input type="checkbox"/> Give in, accept or avoid | or | <input type="checkbox"/> Challenge, compete, argue |
| <input type="checkbox"/> Go quiet, take time to reflect | or | <input type="checkbox"/> Ready to talk, defend your reputation |
| <input type="checkbox"/> Selective listening, takes action | or | <input type="checkbox"/> Want to take time to understand, think |
| <input type="checkbox"/> Shrug it off, roll off shoulders | or | <input type="checkbox"/> Avoid mistakes and conflict at all cost |

4. How will you adjust your approach to conflict?

- | | |
|--|---|
| <input type="checkbox"/> Provide more reassurance | <input type="checkbox"/> Get curious, ask questions |
| <input type="checkbox"/> Provide time for reflection | <input type="checkbox"/> Focus on building the relationship |
| <input type="checkbox"/> Focus on taking action | <input type="checkbox"/> Provide more time to understand context |
| <input type="checkbox"/> Focus on the impact and outcome | <input type="checkbox"/> Shift perspective away from perfection to progress |

How will you **begin** the conversation?

- I'd like to talk about _____ with you, but first I'd like to get your point of view.
- I'd like to talk about _____ with you, I think we have some different ideas about how to...
- I need your help with what just happened. Do you have a moment to talk?
- Other: _____

How will you adjust your **communication** to consider the other person's view?
Show you are actively listening? Bring the conversation to a close?
