

Courageous Conversations Worksheet

PREPARE	RESPONSE
<p>SITUATION: What is the situation that requires a crucial conversation? What's the bigger picture? What are the obstacles or changes affecting this situation? How am I part of this situation?</p>	
<p>STRESS RESPONSE: Given this situation, are you moving to silence (masking, avoiding, withdrawing) or over-assertiveness (controlling, labeling...)?</p>	
<p>IMPLICATION: What is the implication if you do not have this conversation? What does it cost you, others or the team/organization?</p>	
<p>BELIEFS & ASSUMPTIONS: What are your thoughts, beliefs and assumptions about the person in the situation?</p>	
<p>FEELINGS: How do you feel about the situation? (<i>e.g., frustrated, concerned, angry, disappointed, afraid, etc.</i>)</p>	
<p>BEHAVIORS: What behaviors have you observed to believe this is true? (<i>e.g., quality has decreased, leaving work early, projects delivered late, etc.</i>)</p>	
<p>Other VIEWS: Who else would look at this situation- what would they observe? Feel? Believe? How does that change your view?</p>	
<p>OUTCOME: What do you really want for this person, for you and for the organization?</p>	
<p>NEEDS: What do you need or what is your request to this person?</p>	

Conversation Guidelines

- Speak in “I” statements (“I” models accountability and ownership)
- Build a safe place for the other person to share his/her view
- Schedule a time where you will not be disturbed
- Suspend judgment, be empathetic and listen to other person’s point of view

Deliver the Conversation

- Share your **appreciation** about the person to build mutual trust and respect and frame the meeting to align on a mutual purpose
- Share your **observations** with facts and how this makes you **feel**
- Explore the **other’s point of view**
- **Listen** to the other person’s view
- Reinforce where you agree and build on where you disagree
- Explore **options or strategies** to create a win-win solution
- If you have a specific request or need, share your **request or need**
- Agree on a solution or next steps
- **Thank them** for their openness and engaging in this conversation
- Follow up and **reinforce** new behaviors and agreements (adjust as needed)