

# CHALLENGING CONVERSATIONS GUIDE

## INFOGRAPHIC



### PREPARE

- Ideas and thoughts
- Goals & best case
- Consider self, other, client, organization
- Challenge perceptions & assumptions
- Stay curious

### CLARIFY PURPOSE

- Agree on conflict
- Listen carefully
- Communicate assumptions
- Focus on experience
- Control behavior



### ID COMMON GOALS

- Shared goals
- Determine barriers to achieving goals
- Brainstorm
- Accept compromise

### DEVELOP PLAN

- Choose fair solution
- Determine responsibilities
- Decide on timeline



### REFLECT

- Proud of how you managed?
- Changes in feelings?
- Lessons learned?
- Met goals?