

How to Have a Difficult Conversation at Work

Fill out this worksheet before going into a difficult conversation

In short, what is the situation?

What happened, exactly? Outline the facts.

- _____
- _____
- _____
- _____
- _____
- _____

What do they think happened?

- _____
- _____
- _____
- _____

What am I worried about? What are my major concerns?

- _____
- _____
- _____
- _____

What are their motivations? What might be going on with them that I'm not seeing?

- _____
- _____
- _____

How have I contributed to this situation?

- _____
- _____
- _____

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How does all this leave me feeling?

- I feel _____
- I feel _____
- I feel _____

How might a conversation about all this get derailed?

What might happen	How I can prevent it/deal with it

What phrases will help me through this? *(Choose from handout)*

- _____
- _____
- _____
- _____
- _____

At the end of the conversation, what do I want to have accomplished?

- _____
- _____
- _____
- _____