



# Tough Conversations Worksheet

## **Tough Conversations Worksheet**

### **Preparation**

The situation:

Your emotions or hot buttons being triggered:

### **What is the OTHER person:**

#### **Thinking?**

Get in their head. Take their perspective. How do they see the situation?

#### **Feeling?**

Get in their heart. What is their emotional charge about this situation? What are they feeling?

### **Desired Outcome:**

What do you want them to think and feel afterward and what is the change or result you are seeking?

What would you like to say? But probably won't after thinking this through – still good to get it out so it can be released!

### **Shared Purpose**

The outcome you both want. Your shared objective.

### **Execution Plan**

#### **Approach**

First Person – story of when you did something similar

Third Person – story of when someone else did something similar

Direct – going directly to the issue

If First or Third – example story:

### **Direct Outline**

#### **Fact:**

The issue of the conversation. We need to talk about....

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**Impact:**

How is this negatively affecting them, you or others?

**Questions:**

Tell me what's going on. What can I do to help? Do you see this differently? Tell me what I might not understand...

Then, use follow-up question: WHAT, WHY HOW LIKELY, TELL ME MORE, WHAT ELSE can you do?