

NAVIGATING TOUGH CONVERSATIONS



Worksheet



The person I need to have the conversation with: _____

The purpose of the conversation: _____

Date the situation occurred (if applicable): _____

1 Check Yourself

Is it a problem or a preference? _____

How did I contribute? _____

What is holding me back? _____

↓ *If you determine you still need to have the conversation, move to Step 2*

2 Prepare for the Conversation



What's my goal? _____

What is the behavior? _____

When will I have the conversation? _____

Where will I have the conversation? _____



Prepare using the TOUGH Framework



T The purpose of this conversation is...

O One of the reasons this is important is...

U Help me Understand your perspective...

G Our Guidelines on this issue are...

H Let's discuss How we will move forward...

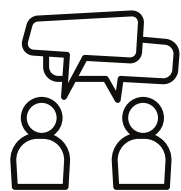
What You'll Say

T _____
O _____
U _____
G _____
H _____

3 Execute the Conversation

Tips for Success

1. Intentionally adjust your posture and take some deep breaths
2. Use "I" statements
3. Focus on the behavior, not the person
4. Use the TOUGH Framework
5. Listen actively
6. Watch your tone and non-verbals
7. Assume positive intent
8. Keep an open mind and try to see things from their perspective
9. Use a feedback loop
10. Seek common ground and brainstorm solutions together



What will I do if deflection occurs?

Evaluating the Conversation

What went well? _____
What could have been improved? _____
What did I learn? _____