

Practice Crucial Conversation Outline

You may use this worksheet to plan out a conversation with your "teammate" from the example.

Your Name _____

Name or description of person you need to have a conversation with my teammate.

1. What is the common desire/goal of the people who need to have the conversation?

2. How will you ask the person to have the conversation with you? Example 1: *You might want to say, "I have something I'd like to discuss with you that I think will help us work together more effectively." Example 2: I know that we both want to have a successful project, could we talk about something that happened at our last team meeting?

3. What are the observable FACTS surrounding the situation?

4. What is the "story" that you built based on the facts above? You might say, "This made me think_____."

<u>Real Crucial Conversation Outline</u>



You may use this worksheet to plan out a conversation that you need to have with one (or more) of your teammates.

Your Name _____

Name or description of person you need to have a conversation with _____

1. What is the common desire/goal of the people who need to have the conversation?

2. How will you ask the person to have the conversation with you? Example 1: *You might want to say, "I have something I'd like to discuss with you that I think will help us work together more effectively." Example 2: I know that we both want to have a successful project, could we talk about something that happened at our last team meeting?

3. What are the observable FACTS surrounding the situation?



4. What is the "story" that you built based on the facts above? You might say, "This made me think_____."

5. Now listen to the person that you are having the conversation with. What was the result? Did the other person have a very different point of view? How did their strengths make their pattern of behavior and pattern of thought different from yours?

6. What is the plan moving forward (towards the common goal)?

* Adapted and modified from Judy Ringer Step-By-Step Checklist for Difficult Conversations.