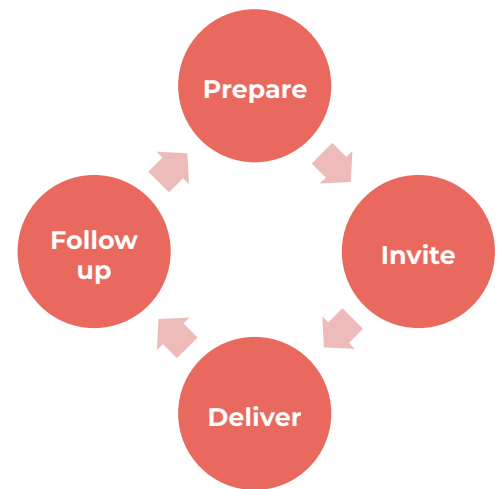


# Initiating Difficult Conversations

## Prepare

- ☐ What outcome do you want to achieve?
- ☐ What is important to you? What is important to the 'other' person? How can you connect your concern with theirs?
- ☐ Gather information including examples of x to support your perspective.
- ☐ Choose a medium to communicate – in person, online, email?
- ☐ Consider how you want to show up in this conversation? What values are important to you?
- ☐ Reflect on past conversations: What worked? What didn't? What could you do again?
- ☐ Prepare yourself and identify your core messages (maybe 2-3).
- ☐ Remember that it's a process, not an event.
- ☐ Consider if it would be helpful to have a colleague join you.
- ☐ Consider the 'intensity' of the conversation. In case of high emotions, consider an 'exit and resume' plan.



## Invite

- ☐ Consider the other person's preparation needs.
- ☐ Choose a suitable time, place and environment (private/formal/informal) that suits the conversation.
- ☐ Approach the person one on one, in person or online, email, etc. (advantages & disadvantages to both)
- ☐ Be clear about topic, agenda and reason for meeting.
- ☐ Clarify who is attending.
- ☐ Confirm time and place.

## Deliver

- ☐ Centre yourself and check your state of mind. Be present and calm. Do a breathing exercise.
- ☐ Ask permission to speak frankly.
- ☐ Present your core messages. Use questions instead of statements if possible.
- ☐ Listen deeply and attentively and ensure you connect with the other person – their values and what they want to achieve.
- ☐ Be curious and ask questions.
- ☐ Monitor the intensity that you need to bring to be taken notice of.
- ☐ Too much emotion may require a break or an agreement to pick up again later.
- ☐ Summarise major points of conversation, agreements about action items, and arrange follow up time.

## Follow up

- ☐ Follow up! Send a written summary of your conversation and agreed actions.
- ☐ Maintain your usual pattern of a supportive relationship.
- ☐ Smile and be optimistic about progress being possible
- ☐ Revisit goal/outcomes and adjust as you make progress.



# Ripple Mapping

**What one idea, concept, process, or tool had the biggest impact on you?**

**What was that impact on you?**

**What impact did this have on others in your work group/team/further afield?**

**What surprised you the most about this program and its impact?**

