

Action Steps

Difficult Conversations

Use this checklist as a map for your next difficult conversation.

1. Prepare by walking through the three conversations. Write notes for each of the conversations, and how they are affecting the situation.

What Happened Conversation

Feelings Conversation

Identity Conversation

After reconsidering your purposes, decide whether to raise the issue at all. Then start the conversation from the "third story" of the differences between your stories. What is the "third story" in your current situation?
