



Partnership and Community
Collaboration Academy

Preparing for a Challenging Conversation

1. Complete the worksheet below.
2. Share your takeaway on the [Self-Study Form](#).

Challenging Conversation Worksheet: Preparing for a Challenging Conversation

Separate positions from interests:

- What are the positions (i.e. the claim or demands) – yours and theirs?
- What are the underlying interests and needs – yours and theirs?

- What is your purpose/intention for having this conversation? (Having a supportive purpose will help the conversation go well.)

What might be the impact of the other person on you? What might they do that will be challenging for you emotionally?

- What are your potential triggers? What buttons are being (might be) pushed?
- How will you deal with (self-regulate/self-manage if that occurs)? (Have a strategy developed in advance).
- What emotions/feelings will you be willing to share?
- What will you do if you or the other person starts getting distressed or upset?

Check your assumptions. Try to keep from running up the ladder of inference. Walk back down the ladder and see if there is another interpretation of what happened or what was said. What might be another perspective that you haven't thought of?

How have you contributed to the problem? (Apologize when appropriate)

What are some options to resolve the issue that you could discuss with the other person?