



Ten Tips

To handle that tough conversation you've been avoiding

#1 GET INTENTIONAL

- What is your intention with this conversation?
- What do you want to achieve?
- What outcome do you want?

#2 NOTICE YOUR BELIEFS ABOUT THE PERSON.

Do they serve a positive outcome?

- What do you believe about this conversation?
- What do you believe about the other person/people?
- What do you believe about yourself in this conversation?

#3 DEAL WITH YOUR JUDGMENTS

- In what way do you feel you are right?
- Where may you need to open up to another perspective?
- Where could you be attached to your opinion or beliefs in #2?

#4 MANAGE YOUR TRIGGERS

- What are your triggers in this conversation?
- How do you want to respond when you get triggered?
- What resources do you need?



#5 STEP INTO THE OTHER PERSON/PEOPLE'S SHOES

- What is important to them?
- What do they need to know or hear?
- How do you imagine they feel about this conversation?

#7 CHOOSE YOUR EMOTIONAL STATE

- What state do you want to be in for this conversation?
- How can you stay open to listen to the other person/people?
- What tools, skills or knowledge do you need to approach this in the best way?

#9 DECIDE WHEN AND WHERE

- When is the best time to have this discussion?
- Where is the best environment for this conversation?
- How much time do you need?

#6 DECIDE WHAT'S IMPORTANT TO YOU

- What are your boundaries?
- What do you want to say?
- What is the most important aspect for you in this conversation?

#8 DEVELOP YOUR APPROACH

- How can you frame the conversation so that it portrays your clear intentions?
- How can you phrase things so that it is respectful and clear?
- How do you want others to experience you?

#10 BE ASSERTIVE

- How can you respect yourself and others in this conversation?
- Can you release the need to be right or to win?
- Can you listen to find a win/win solution?