

## “We Have To Have A Difficult Conversation Worksheet”

Often, we find ourselves in a position of having to talk with someone about something difficult. We know it will be a difficult conversation because of past experience, the issue(s) we need to discuss, or the situation we both find ourselves in. Difficult conversations are simply a part of life. There are things we can do to prepare ourselves for these conversations, making them constructive instead of destructive. Below is a worksheet that can help.

First, there are preliminary considerations: who is involved, are all decision makers a part of the conversation, what is the issue(s). Part I consists of questions and steps designed to help you think about YOU. Part II consists of questions and steps designed to help put you in the other person(s) shoes. Part III consists of general considerations to help you put things in perspective.

**Directions:** The questions below are designed to provide insight into the process of having a difficult conversation. Answer all of the questions below. Begin with the questions in Preliminary Considerations; then answer all of the questions in Part I, II, and III. Do not skip a question. Do not skip a Part.

### Preliminary Considerations

What is the issue?

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Who is involved?

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Who can make a decision about the problem? \_\_\_\_\_

Is he/she available (or part of the conversation)? \_\_\_\_Yes \_\_\_\_No

### Remember

You are responsible for YOU.

You can only control: YOURSELF & YOUR ATTITUDE.

## Part I

What do I want the other person(s) to do?

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Why do I want the other person(s) to do this?

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How would it help me if the other person(s) did what I want?

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How would getting what I want improve my life?

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How would not getting what I want hurt me?

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What feelings do I have?

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How do I ask for what I want (answer with an "I" statement)?

When... \_\_\_\_\_

I feel... \_\_\_\_\_

I want... \_\_\_\_\_

## Part II

What do I think they want?

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Why do I think they want this?

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How would getting what they want help them?

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How would not getting what they want hurt them?

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What if I say, "Yes" to what they want? How will this impact my life?

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What if I say, "No" to what they want? How will this impact my life?

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What feelings do I think the other person(s) have?

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### Part III

What is the worst thing that could happen?

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What is the best thing that could happen?

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Where is the biggest risk (i.e., doing nothing, acting on impulse, etc)?

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### REMEMBER

You are responsible for YOU.

You can only control: YOURSELF & YOUR ATTITUDE.

We at Conflict Resolution Academy, LLC hope you find this worksheet helpful. Write us and tell us how you used this worksheet and if you found it useful. We are very interested in your experience with difficult conversations.

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