

Tough talks made easy worksheet

A guide to cultivating curiosity in conversations

Part 1

Preparing for the conversation

Reflect on feelings and assumptions

Before you jump into a difficult conversation, spend some time identifying the difficulty and acknowledging different points of view.

How do you see the situation?

What assumptions are you making?

What emotions is this problem
stirring up for you?

What is the impact of this situation
on you and others?

Clarify your intention

Prior to initiating the conversation, think about your intention for having this conversation.

What outcome do you want as a result of this conversation?

Part 2

Having the conversation

Initiate the conversation

Invite the other person to talk with you. Emphasize your interest in working well together and hearing their point of view.

How will you start the conversation to set a constructive tone?

Examples:

- "I would like to understand where you are coming from on ..."
- "Can you say a little more about how you see things about ...?"

Bring curiosity to their story

Prepare to listen actively. What cues will you use to show you're listening?

List questions that can help you understand their perspective.

Share your story

What are the main points you need to communicate about your perspective?

How will you express your feelings and needs clearly and respectfully?

Co-create the resolution

What are the mutual goals or interests that both of you can agree on?

Where are the potential areas for compromise or collaboration?

List potential solutions or next steps that could address the issue, considering both perspectives.

