

Critical Conversation Planning Worksheet

Prepare. What are your motives for this conversation? What do you believe is the source of the conflict? What facts support that conclusion? How will you build rapport and establish mutual respect and purpose?

Open the conversation. How will you open the conversation? What is your opening statement?

Share the facts and your story. What facts will you share with the person?

Ask for their story. What clarifying questions can you ask?

Brainstorm a solution. What solutions will you offer during the brainstorming?

Outcome and Timeframe. What are you willing to commit to?