Difficult Conversation Planner

Companion to "The Difficult Conversation Framework"

20 MINUTES BEFORE THE CONVERSATION

HOW TO USE THIS SHEET

1. Fill steps 1 to 3 before the conversation. Leave 4 and 5 open: they are found together, in the room.
2. Open with something specific and true about what is working, not a generic softener.
3. Anchor the problem in one or two concrete examples, not a general impression.
4. Ask about the source rather than assume it, and shape the fix with them.
5. Set the follow-up date before you leave the room.

WITH

DATE

01 What is working

Specific and true, about their performance.

02 The problem, with examples

Named plainly, then one or two concrete moments.

03 Who is affected, and how

The consequences, beyond you and them.

04 The source

Their answer to: why is this happening?

05 The solution, agreed together

What changes, and who does what.

06 Follow-up

The date we check back in, and what we will look at.