

TRANSFORMATIVE CONVERSATION PLAN ON A PAGE



1 SET THE SCENE



Desired Outcome

- What do you need/hope to achieve from the conversation?



Intent (Stated and Hidden)

- Why do you need to have the conversation?
 - Hard to Swallow or Hard to Decide?
 - Is there any hidden intent?



Time and Turf

- Act as soon as possible.
- Date _____
- Time _____
- Location _____



Relationship Status (now and in the future)

- What is your track record with this person?
- Rate your current relationship out of 10
- What relationship do you need with them after?



Likely Challenges

- What potential challenges can you envisage?

2 MAKE IT SAFE



Emotional State – you/them

- What are the main emotions you are likely to feel during the conversation?
- How might these show up in how you respond in the discussion?
- How is the other person likely to be feeling about the conversation?
- How does your track record impact their likely response?



How can you make it safe?

What ideas can you use?

- Warm the context
- Make a genuine connection
- Control your reaction
- Show you are open to feedback and willing to change your mind
- Don't make situations personal
- Create mutual purpose

3 BUILD SHARED UNDERSTANDING



Your Assumptions & Beliefs

- What do you believe to be true about the issue to be discussed?
- What assumptions are you making?
- What do you need to check out with the other person?
- Where might you be wrong?



Fundamental Attribution Error

- Where are the risks of attribution error?
- Clarity, motivation, competence or infrastructure?



Skilful Transparency

- What facts do you want to share?
- What story are you telling yourself?
- How can you test out that story?
- What are you feeling?
- What do you want?
- How can you understand more about the other person's perspective?

4 STAY WITH IT



Techniques to stay with it?

Which of these will you try in this conversation?

- Clarify if your message is clear
- Agree, Build and Compare
- Let the silence do the heavy lifting
- Reserve judgement
- Acknowledging
- Be present and actively listen
- Paraphrasing
- Mirroring
- Invite their view
- Contrasting
- Empathise

5 NOW WHAT?



How will you follow up?

- How will you capture what you've agreed and any actions?
- When will you do a quick emotional check-in with the other person?
- How and when will you follow up the conversation?

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