

Seven Steps of Preparation for an Effective (and Difficult!) Conversation

Steps	Ask Yourself...
Identify the issue	What's the most pressing issue I need to resolve?
Clarify the Issue	What is going on? How long has it been happening? How bad is it?
Determine the Impact	How is this impacting me? How is it impacting others? When I think of the impact on myself and others, what are my emotions?
Determine Future Implications	If nothing changes, what's like to happen?
Examine your Personal Contribution	How have I contributed to the problem?
Describe the Ideal Outcome	When this is resolved, what difference will that make? What results will I, and others, enjoy?
Commit to Action	What's the strongest step I could take to move this issue towards resolution? What's going to attempt to get in my way? When will I take this step?