Conversation Planner

*Use the following worksheet to plan your next crucial conversation.*

# Get Unstuck

1. Where do you feel stuck (personally or professionally)?
2. Unbundle with CPR. Identify:

Content Issues:

Pattern Issues:

Relationship Issues:

Which issue do you need to address, and with whom, in order to get unstuck?

# Start with Heart

1. What do you really want:

For yourself?

For the other person?

For the relationship?

For the organization (if applicable)?

# Master My Stories

1. What stories are you telling yourself about the situation or the person (Victim, Villain, Helpless)?
2. Tell the rest of the story. Ask:
   1. What am I pretending not to notice about my role in the problem?
   2. Why would a reasonable, rational, and decent person do this?
   3. What should I do right now to move toward what I really want?

# STATE My Path

1. Create a script for how you will begin the conversation. Start with facts, then tell your story, and be sure to end with a question that invites the other person into dialogue.

|  |  |  |  |
| --- | --- | --- | --- |
| THE FACTS | MY STORY |  | THE QUESTION I’LL ASK |
|  |  |  |  |
| **Make It Safe**   1. What’s the worst possible response you could get with your crucial conversation? | | |  |
| 2. What safety skills would you use to address it (apology, contrast, create mutual purpose)? | | |  |

3. If the other person misunderstands your intent, what is a contrasting statement you could use?

Don’t:

Do:

# Explore Others’ Paths

1. How could you use the “AMPP” (Ask, Mirror, Paraphrase, Prime) skills to help the other person come out of silence or violence?

# Move to Action

1. How will you establish a way to follow up after the crucial conversation?

Who:

Will do what:

By when:

How we’ll follow up: