Plan your Conversation (Use this worksheet to summarize your work above and prepare for your conversation)

Where and when will the conversation take place? ____________________________

Who will be present? ______________________________________________________

What context do you need to provide prior to the conversation?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

What are the key points that you need to discuss during the conversation?

1. ______________________________________________________________________
2. ______________________________________________________________________
3. ______________________________________________________________________
4. ______________________________________________________________________
5. ______________________________________________________________________

What information do you need to share about how you have been impacted?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

What questions do you expect from the other person? How will you answer them?

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________
Participate Actively in the Conversation

Don’t forget that you are not just presenting your thoughts and feelings on this issue. You are there to work collaboratively with the other party in order to come up with mutually acceptable outcomes related to the issue at hand. Getting what you want without listening to the other party will not set precedence for good communication in the future.

Remember:

❖ Speak calmly.

❖ Be aware of the nonverbal messages that you are sending.

❖ Make fewer statements, and ask more questions

❖ LISTEN, LISTEN, LISTEN to what’s being communicated. This will help you develop an understanding of the other party’s message to you. Efforts to seek understanding minimize assumptions, misinterpretations, miscommunications and misunderstandings.

❖ Sincere efforts to seek understanding demonstrate that you care. When an individual feels that you care about them and what they are saying, tension is often reduced.

❖ Let the other person know that they have been heard and understood by summarizing what you have heard them say. When an individual believes that they have been understood, they are in a better position to try to understand you.

❖ Be honest when emotional behavior is having a negative impact ... consider stopping the conversation with a commitment to reconvene if appropriate.