



conflictmasters

## Courageous Conversation Checklist

### 1. Prepare

#### ***Sort out what happened***

- Where does your story come from (information, past experiences, rules)? Theirs?
- What impact has this situation had on you? What might their intentions have been?
- What have you each contributed to the problem?

#### ***Understand the feelings***

- What are you feeling?

#### ***Acknowledge how it affects your identity***

- What's at stake for you about you?

### 2. Check your purpose / motives

- What do you hope to accomplish by having this conversation?
- Do you really want to understand things from their point of view and solve the problem or simply prove a point?

### 3. Start the conversation well

- Describe the problem as the difference between your stories. Include both viewpoints as a legitimate part of the discussion
- Share your purposes
- Invite them to join you as a partner in sorting out the situation together

### 4. Explore their story & yours

- Listen to understand their perspective on what happened; ask questions; acknowledge feelings; summarise
- Share your own viewpoint, your past experiences, intentions and feelings.
- Check your mindset throughout! From truth to perception, blaming others to what have I contributed to this, from accusations to acknowledging feelings.

### 5. Problem Solving

- Invent options that meet each side's most important concerns and interests
- Talk about how to keep channels of communication open moving forward.

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