



Conversation Preparation Plan

Have the conversations to get better and get better at having them.

"If You Are Open To Having Difficult Conversations In A Positive Way, They Lead To Positive Growth For Everyone."

JON GORDON

S

SMALL EGO. BIG MISSION. WE > ME.

T

TELL THE TRUTH IN LOVE TO GET BETTER TOGETHER.

A

ASSUME POSITIVE INTENT. DO NOT TAKE IT PERSONALLY.
MANAGE EMOTIONAL ENERGY. NO PERSONAL ATTACKS.

R¹

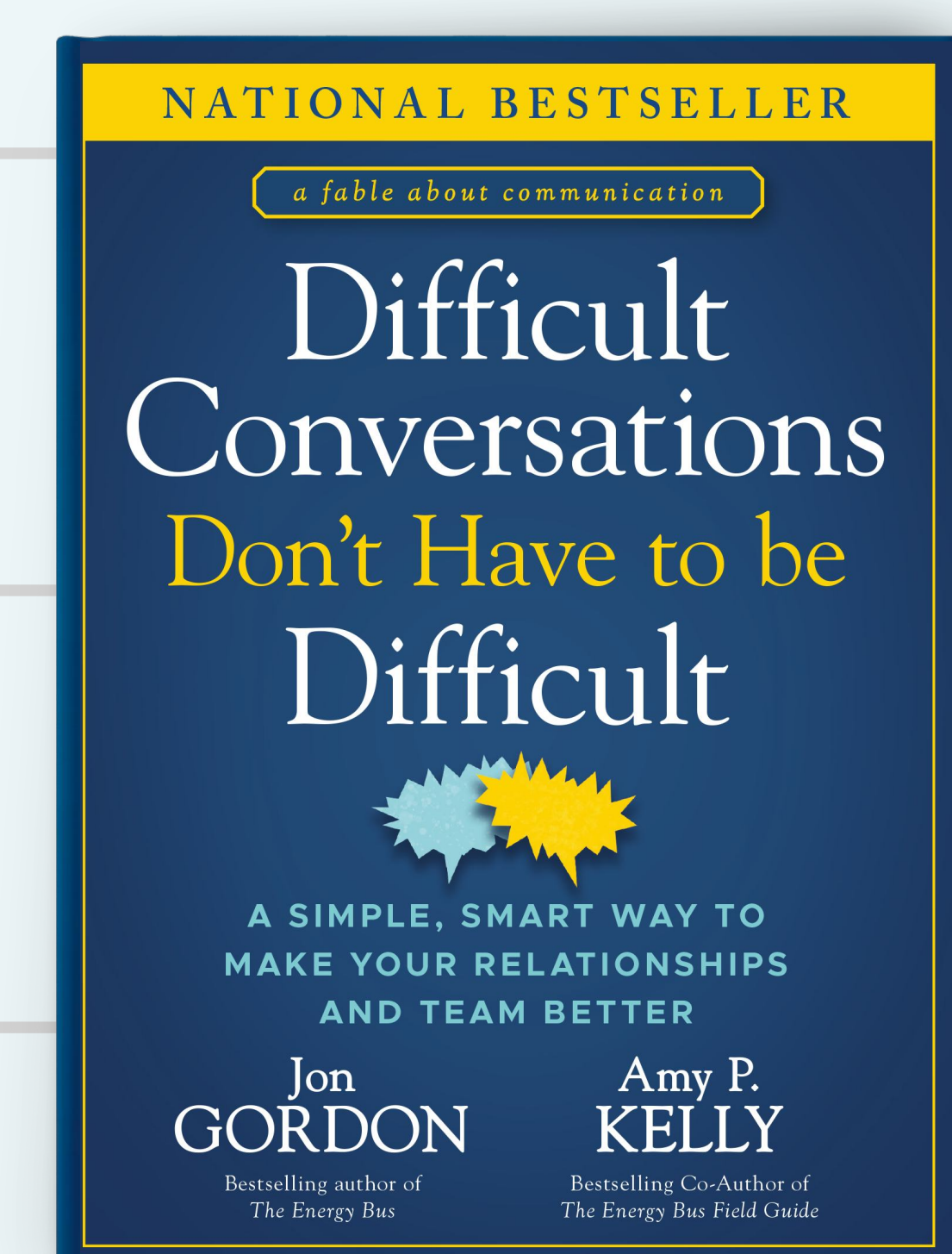
RULES OF ENGAGEMENT. CREATE SPECIFIC RULES OF ENGAGEMENT FOR YOUR TEAM TO HAVE THE DIFFICULT CONVERSATIONS IN A POSITIVE WAY.

R²

RESPECT YOUR TEAM AND THE PROCESS. TRUTH TOLD IN LOVE DEVELOPS RESPECT, AND RESPECT VALUES THE TRUTH.

R³

RELATIONSHIPS MATTER MOST.



“The First Conversation You Need To Have Is With Yourself.”

AMY P. KELLY

S

Small ego. Big Mission. WE > ME.

What is your shared vision and mission, and how can you approach your conversation with this in mind?
If you don't know what it is, that's a great place to start, but don't let that stop you from continuing.

Where are you right now?

ME (Selfish)



WE (Selfless)

T

Tell the truth in love to get better together.

What is your truth related to the conversation that needs to be had?
What are the facts? How can you tell the truth in a caring way?

A

Assume Positive Intent

How can you assume the best going into this conversation? What assumptions might you be making? How can you extend G.R.A.C.E. during your conversation?



Give G.R.A.C.E. to Assume Positive Intent

G

Give the benefit of the doubt.

R

Reserve judgment.

A

Actively seek to understand their perspective.

C

Commit to active listening.

E

Emphasize your desire to collaborate.

R¹

Rules of Engagement

In addition to the elements of the STAR³ model, review your specific Rules of Engagement and decide how you will integrate them into the conversation.

R²

Respect Your Team and the Process

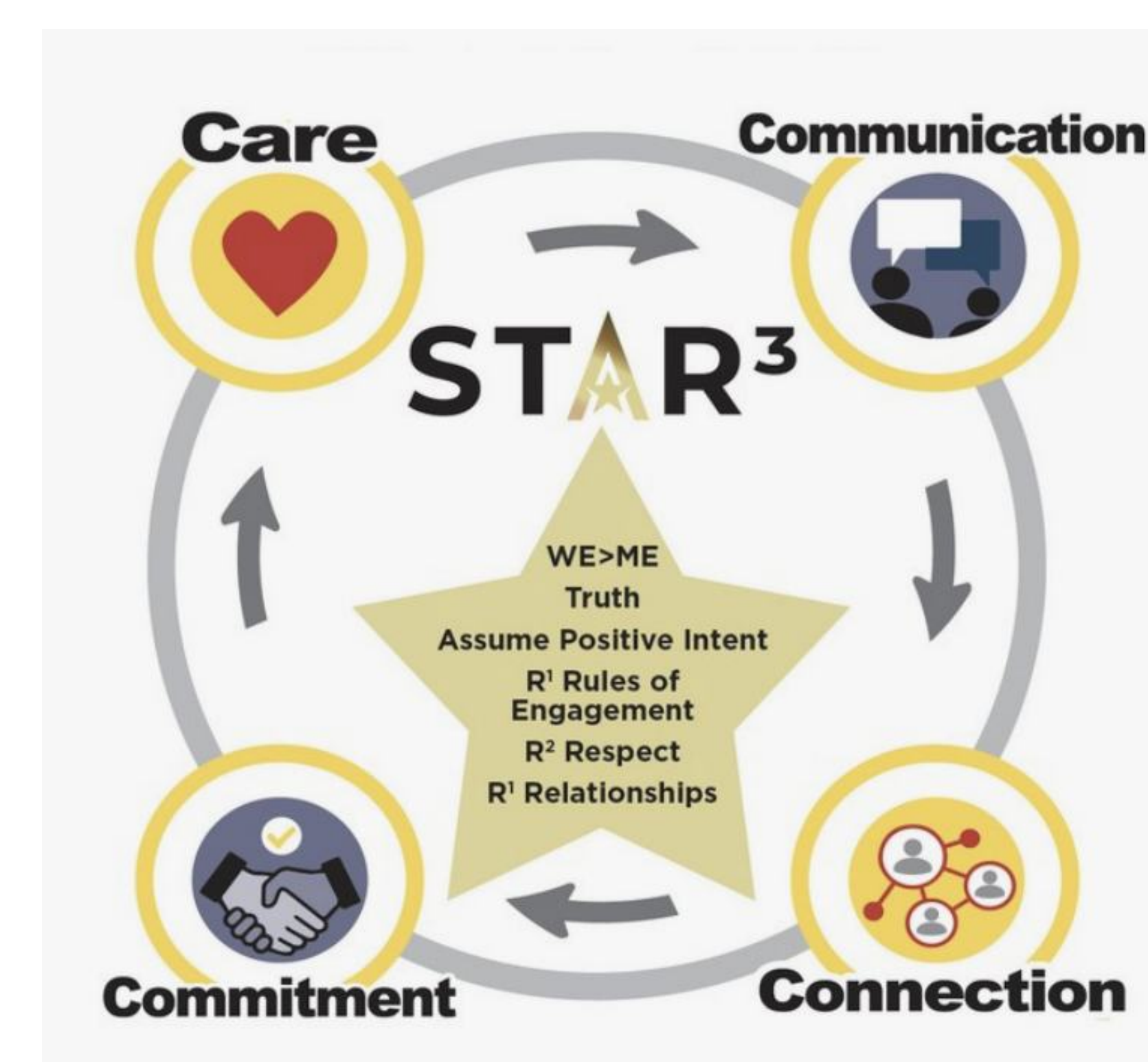
How will you demonstrate respect for your team and the process in your conversation?

R³

Relationships Matter Most

Do a 4C's check-up

- 1 Is your communication consistent?
- 2 How are you staying connected?
- 3 How are you showing your commitment?
- 4 What are you doing to show you care?



Review the costs of avoiding the conversations and the benefits of having the conversations resource before you start the conversation.



Pre-Conversation Notes:

During Conversation Notes:

Agreed Upon Actions and Commitments from
the Conversation with Associated Action Owners:

Additional Notes and Results:
