

# Navigate Difficult Conversations

*with 10 steps*

## START HERE



Why is this conversation happening?

*Emotion?*

*Constructive?*

*Logic?*

*Deconstructive?*

What is the best and worst case scenario?

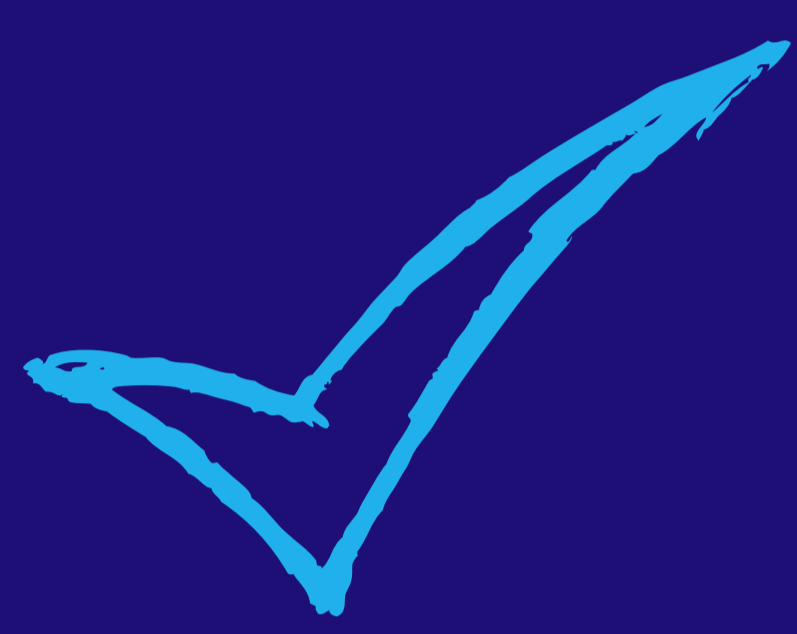
*How will you react?*

*How will you continue?*

*Will you follow up?*

*How will you make changes?*

Keep control of:



*Emotions  
Self  
Reactions  
Your Purpose  
Your Responsibility*

Create an outline:

*Written  
or  
Oral*

*List  
Important  
Points*

*Plan a road  
map for the  
conversation*

Keep your goals in sight



But identify at least two points you are willing to concede



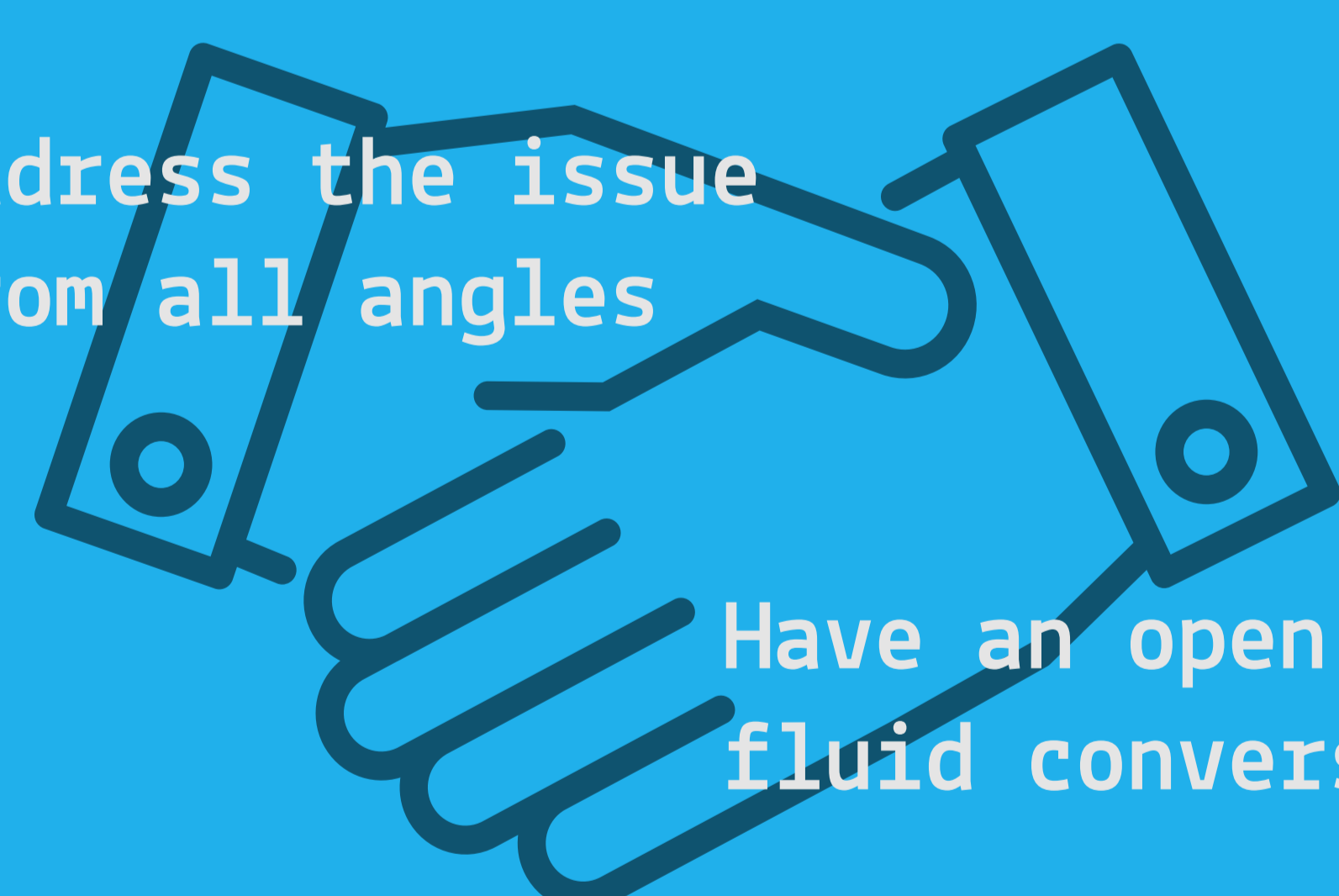
*FOCUS on mutual respect*

Allow the other person to be heard, but this does not necessarily mean agreement.



Demonstrate interest in developing the thoughts and goals of both parties

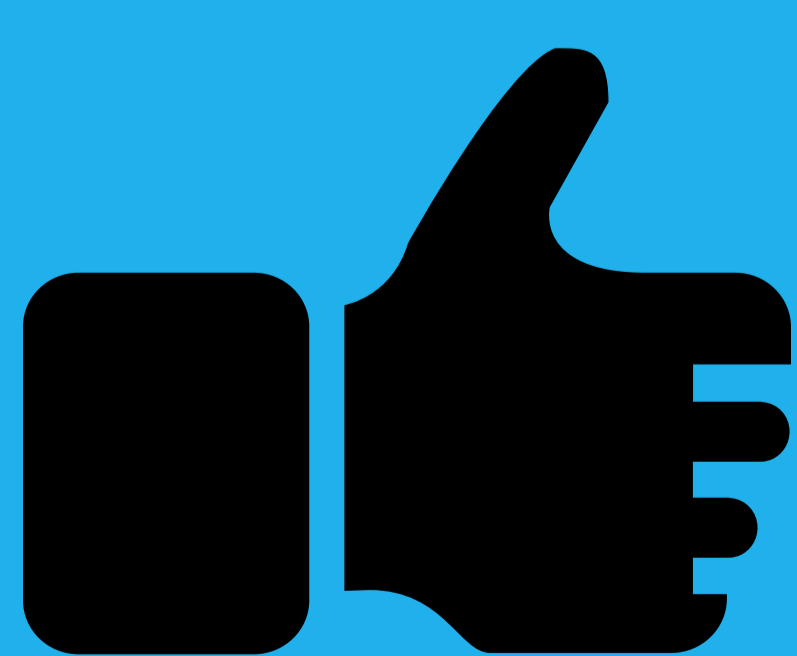
Address the issue from all angles



Have an open and fluid conversation

Utilize *Command  
Consultation  
or  
Vote*

Make sure you are clear moving forward



Overall:  
How did it go?  
What could you have better?  
What steps do you need to take next?

01

**Identify** *your purpose*

02

**Develop** *a plan*

03

**Analyze** *your story*

04

**Plan** *of action*

05

**Determine** *potential outcomes*

06

**Acknowledge** *their statements*

07

**Ask** *questions*

08

**Compromise** *together*

09

**Make** *a decision*

10

**Reflect** *on your conversation*

**FINAL  
DESTINATION**