### Difficult Conversation Planner

Use these reflection questions to help you prepare for a difficult conversation. Once you’ve filled it out, consider practicing with a trusted colleague or friend.

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| **The situation** | What is happening? |
| **The impact** | How will the other person be impacted? |
| **The goal** | What’s your goal for this conversation? |
| **The path** | What facts and feelings do you want to be sure to express?What kind of body language will you use to help you get your message across?Is there a phrase you can keep in mind to help remind you of your goals? If so, what is it? |
| **The response** | How do you think the other person will respond?How can you best prepare for this response? |
| **The fallback plan** | What will you do if emotions get too high? What phrase will you use when this happens? |

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