

A 4-STEP CHECKLIST FOR DIFFICULT CONVERSATIONS

HERE ARE 4 STEPS YOU CAN TAKE TO HELP WITH
DIFFICULT CONVERSATIONS.

1. START WITH 'I' STATEMENTS
2. DESCRIBE WHAT HAPPENED WITHOUT JUDGEMENT
3. ASK FOR WHAT YOU WANT (OR NEED) FROM THE
OTHER PERSON IN POSITIVE TERMS
4. TRULY LISTEN TO THE OTHER SIDE