



(from Chapter 3: *The Mentally Strong Leader*)

The ***Difficult Conversation Consideration*** template helps you successfully navigate tough conversations by helping you methodically and intentionally prepare for/conduct them.

Preparing for difficult conversations: Circle the source of tension(s) below, and, in the space provided in the “How to Prepare” column, write notes on exactly how you will prepare. Use the corresponding section of Chapter 3 to help guide you.

Source of Tension	How to Prepare
Emotions	
Power Structure (+ - =)	
Relationship	
Lack of Familiarity	
Lack of Control	

Conducting difficult conversations: Below are the four principles/rules of thumb for conducting a difficult conversation. Make notes in the space provided below for how you'll incorporate each into your difficult conversation. Use the corresponding section of Chapter 3 to help guide you.

*1. Acknowledge your responsibility in the mess, and your discomfort.*

*2. Press REC (Respect, Empathy, Curiosity).*

*3. Focus on what you're hearing, vs. saying.*

*4. Outcome = your anchor.*