

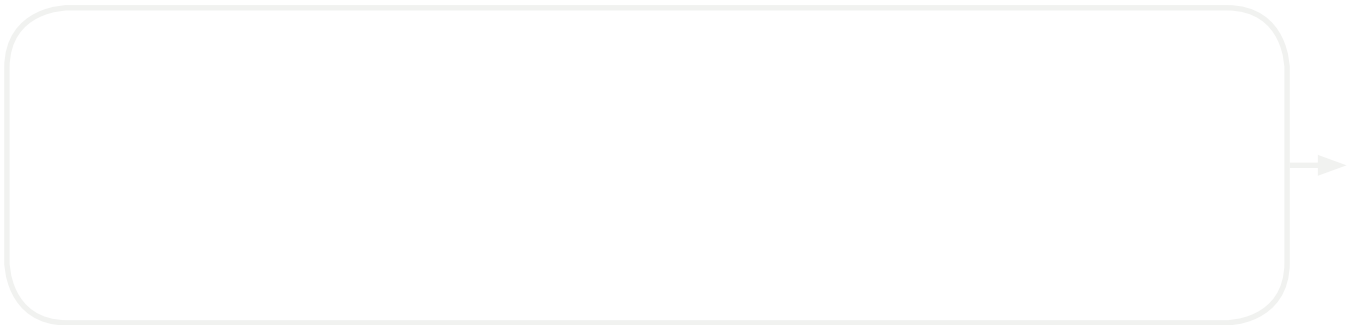
Meta Mirror

Coaching tool for
difficult conversations



Difficult conversations coaching tool

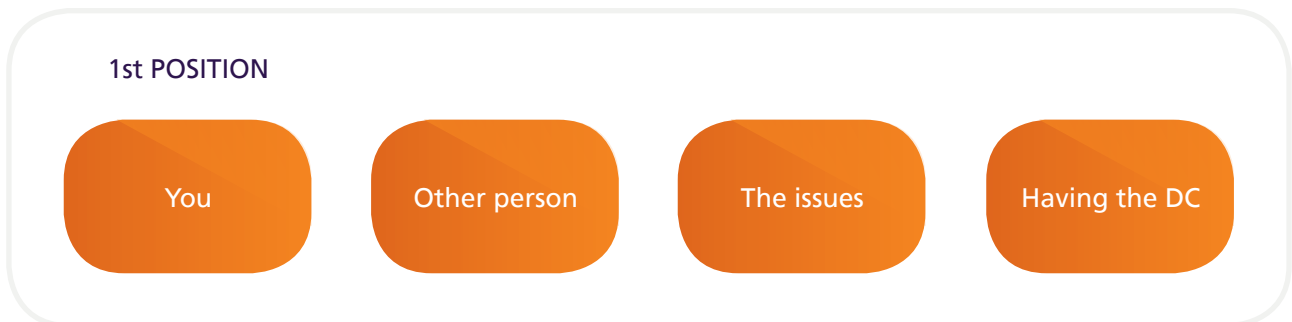
1. What are the main points I want to discuss?



2. Write down the feelings you have about...

1st POSITION

You	Other person	The issues	Having the DC
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3. How do you think the other person might feel about...

2nd POSITION

You	Themselves	The issues	Having the DC
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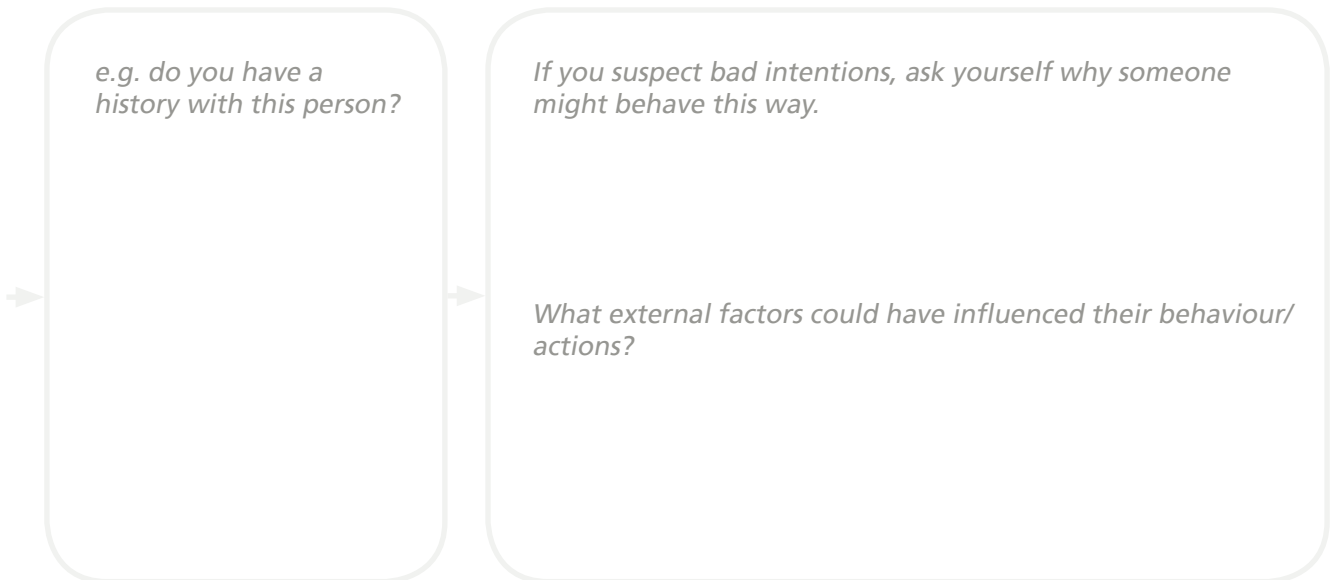




4. What baggage could I be bringing to this DC? 5. What are my intentions for this conversation?

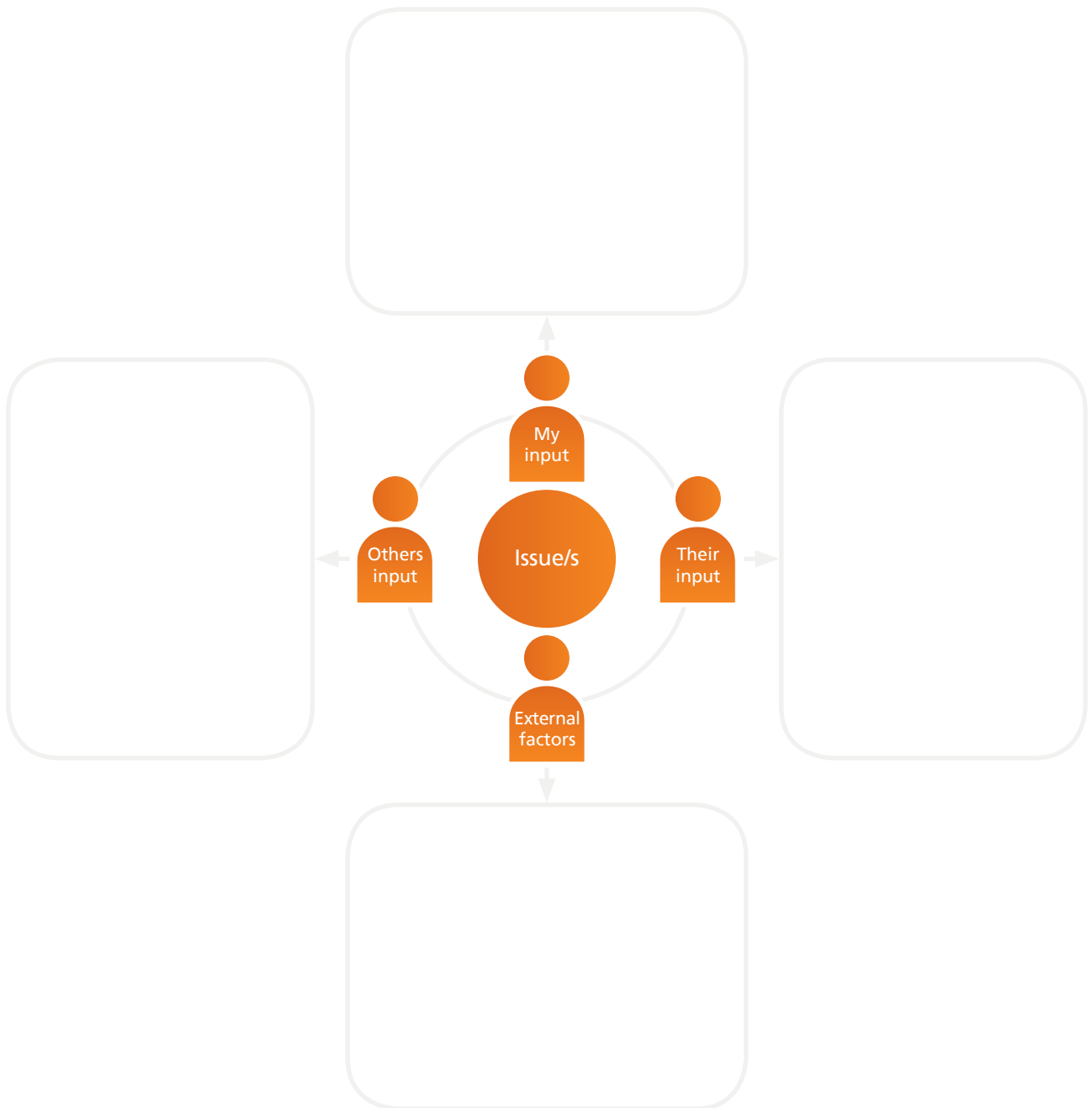



6. Do I have any dubious or complex intentions? 7. What do you think their intentions are? (conscious or sub-conscious, good or bad?)



Take a helicopter view

8. How has each factor contributed to the problem?





9. How willing are you to negotiate? What is negotiable? What is not negotiable?

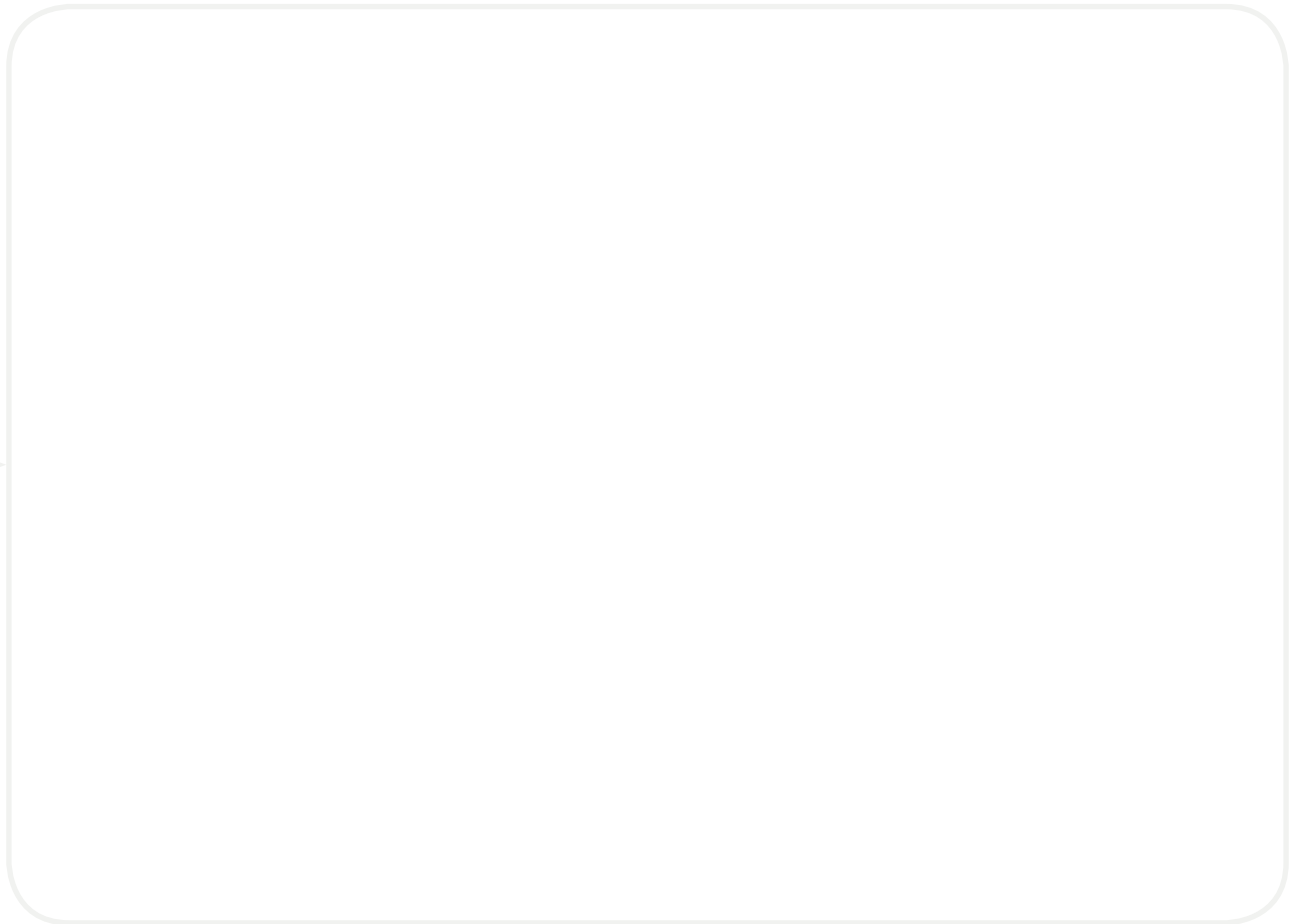
Please be very specific about what is and what isn't negotiable.

10. What is the most important thing for you in this conversation?

Be honest! e.g. you may think you just want them to change their behaviour but deep down, do you also feel like hurting or embarrassing them? You need to be aware of your own hidden - possibly dubious - intentions.



11. How will you start your difficult conversation?



Guidelines for creating your opening statement

1. Keep it short (under 90 seconds recommended)
 2. State the issue and why you want to talk about it
 3. If appropriate share how you feel about this issue and/or about the conversation
 4. Be clear that you want to find a positive way forward
 5. Invite the other person to respond then...
 6. Listen
 7. Look for ways to solve the issue together
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