

## GETTING FOCUSED ON A CHALLENGING CONVERSATION<sup>1</sup>

What challenging conversation are you preparing for?

Who is involved?

What is the intention or purpose of the conversation?

Has there been a history of attempts to address this issue in the past?

What has been the most successful moment in the past?

What has been your most frustrating experience?

What specifically makes this a tricky conversation in terms of:

- Your role or contribution?
- Their role or contribution?

What do you hope for? What do you fear?

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<sup>1</sup> The Four Conversations model draws on the work of Stone, Patton & Heen; acknowledgement to Mulligan who incorporates power as a fourth dimension.

Use the following table to map, the issue, feelings, identity and power dimensions of your conversation.

### Issue

**You:**

What issues do you hope to discuss and raise?

What is most important to you about this issue?

How might you raise the issue/concern?

**Other:**

How might the other person see this issue?

Are there any issues or concerns the other person might want to raise?

Anything else?

### Identity

How do you see yourself?

How do you want to be perceived?

Has your identity been challenged in any way?

How might the other person see you?

How might the other person see themselves?

How might they want to be perceived?

### Feeling (& Relationship)

What feelings do you bring to this conversation?

What do you want for this working relationship?

How would you like to feel at the end of this conversation? What would allow that?

How do you think the other person feels about this issue/concern?

What might the other person want for your working relationship?

How would you like the other person to feel at the end of the conversation?

### Power

How do you perceive your own power and authority in this interaction?

Does anything challenge your sense of empowerment?

How do you want to use your power?

How might the other person perceive your power?

How might the other person perceive their own power in this situation?

### Issue

You:

Other:

### Identity

You:

Other:

### Feeling (& Relationship)

You:

Other:

### Power

You:

Other: