

Crucial conversations planning tool



QUESTION	NOTES
Who will this conversation be with?	When is the right time to have the conversation?
Why do you need to have this conversation? What happens if you don't have it?	
What are the impacts you want to achieve through this conversation? <i>(Think about the impact on you, on the other people and on the broader team and agency)</i>	



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<p>What do you know that will help you form your view going into the conversation?</p>	<p>What do you need to find out?</p>
<p>How could this individual react to the information you plan to present? How would you need to manage each of these reactions to establish a safe zone in the conversation?</p>	
<p>What are the actions that are likely to come out of this conversation? How will you follow up?</p>	