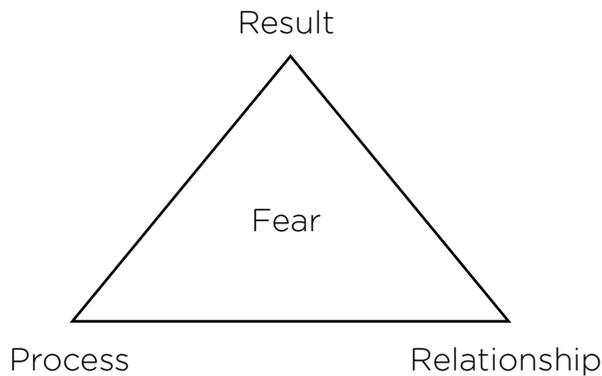


# Conversation Planning

## How to Effectively Plan for a Difficult Conversation



Considering the following four components of the Triangle of Success will help you construct an effective plan for having a difficult conversation.

### Result

What are your desired outcomes? What result or solution do you wish to achieve by having this conversation?

### Relationship

How important is it for you to build this relationship for the long-term? What positive aspects of the relationship can you build on during this conversation?

Ask yourself, what is at stake?

How could the relationship be harmed by having the conversation? How could the relationship be improved or maintained by having the conversation?

### Process

What specific steps or model (i.e. tagging) will you use to guide or manage this conversation? What communication skills will you need most to achieve a successful outcome?

### Fear

What fears are in the way of you having the conversation? What is the basis of each fear?

