

MAKE CHALLENGING CONVERSATIONS EFFECTIVE

| STRATEGY | CONSIDERATIONS | ACTION |
|-------------------------------------|--|--------|
| IDENTIFY THE DESIRED OUTCOME | What is the specific outcome you want to achieve from this conversation? | |
| PRACTICE APPRECIATION | What is one thing you can appreciate about the other party or the situation? Build from a place of strength. | |
| FRAME THE CHALLENGE | What is the challenge you face? How does it relate to larger departmental or institutional goals? | |
| LISTEN AND BE CURIOUS | How can you practice active listening and stay open to what else you can learn? How can you stay neutral? | |
| STAY FOCUSED | How can you keep the conversation focused and on-track, keeping your outcome in mind? | |
| EXPLORE SOLUTIONS TOGETHER | What shared interests do you have with the other party? What can you do together to achieve the outcome? | |
| END WITH CLEAR EXPECTATIONS | How can you ensure you both have the same understanding and are clear as to next steps? | |

