

7 STEPS FOR HARD CONVERSATIONS

1. Acknowledge what is being said or what you are feeling. Acknowledge there is a need for conversation.
2. Clarify expectations. What topic will you discuss? What the intent or goal of your conversation? See the 5 Goals of Communication.
3. Extend an invitation to talk. Agree with your partner to a time that works for both of you.
4. Agree to ground rules. Are there any agreements about how the conversation will go? Will you use the Steps for Effective Communication?
5. Listen non-judgmentally, if possible, and without interjecting your point of view.
6. Be willing to be wrong.
7. Agree on next steps.