



Difficult Conversations Worksheet

Based on content from the LinkedIn Learning video,
[The Blueprint for a Difficult Conversation](#) (3m 28s)

1. State your purpose

“I’d like to talk to you about xyz.”

2. Present your (first-hand) observations

“When xyz situation happened, I noticed that it had the following effect on me/our group/the room/the environment.”

[State only the facts, in a normal tone]

If using secondhand information: Only speak to trends of secondhand information and do not use names.

3. Listen and invite feedback

“What are your thoughts?” or “Help me understand how you experienced the situation.”

[Pause and let the other person speak for up to 2 minutes]

4. Acknowledge emotion (if needed)

“I can see that you’re upset/emotional/irritated and that’s okay.”

“Thank you for being honest with me.”

5. State your request

“I’d like you to...”

“Would you consider...?”

6. Create accountability

“I’d like us to follow up in X weeks. Let’s schedule a time on our calendars.”

“How can I best support you?”