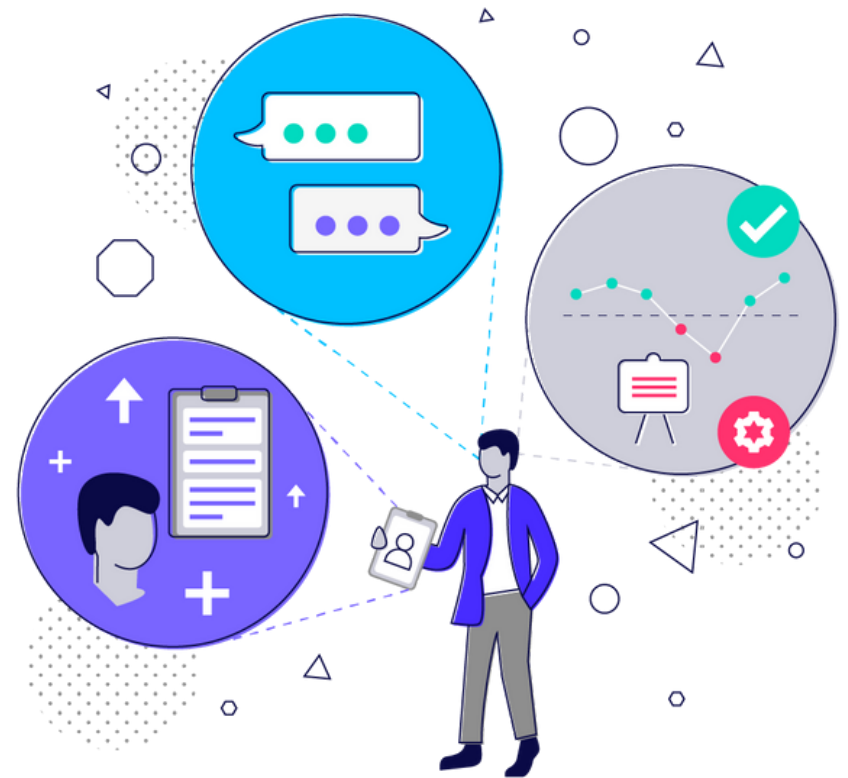


Resources Worksheet

Exercise 1: Build Trust

- Should start long before you need to have a difficult conversation.
- Create a space of psychological safety where team members can be vulnerable without negative consequences
- Be honest and as transparent as possible

Have you built trust with your team? What are some ways you would know you've built a strong foundation of trust?

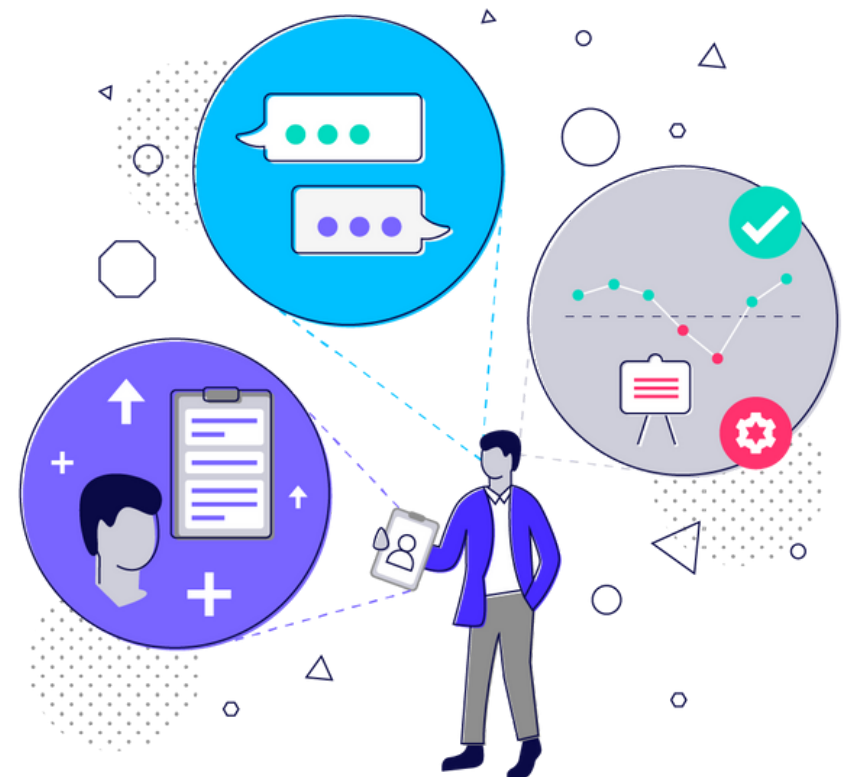


Resources Worksheet

Exercise 2: Understand the problem and the impact

- Define the problem from your perspective. Is this an ongoing issue? Is there a catalyst?
- Who are the actors in the situation? What concerns do they bring to the situation? What are they optimizing for?
- What is the observed impact of the problem?
- What is the cost of not solving this problem?

Do you have a difficult conversation you need to prepare for? Define the problem below. Be sure to think through the problem from your perspective, the perspective of other actors in the situation and the impact on all involved.

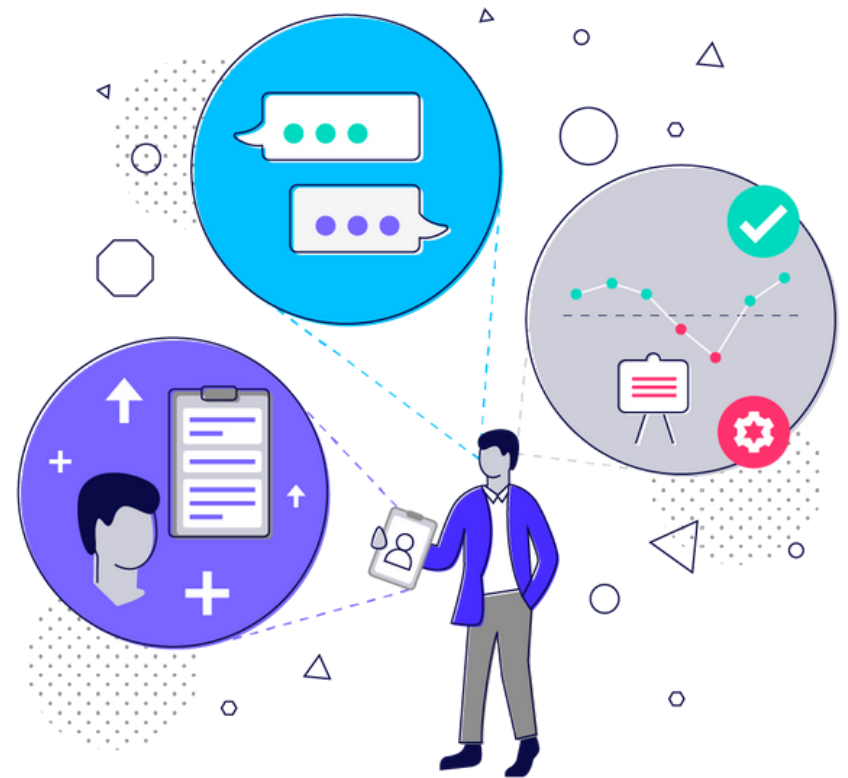


Resources Worksheet

Exercise 3: Determine the desired outcome

- What does a successful solution look like? How would a successful solution improve the situation for your team? For your report? For you?
- How would you monitor progress and measure success?

Tell us what you would like to see after having this difficult conversation.



Resources Worksheet

Exercise 4: Plan your approach

- What are the steps to reaching the desired outcome?
- Is there historical context or a complication you need to account for?
- How can you frame the conversation in terms of what's valuable to the person/people you're speaking with?
- Try role-playing to plan for possible responses.

Talk us through the steps to reaching your desired outcome, thinking through the value for the person you're speaking with.

