**Difficult Conversation**

***Take 15 minutes to get clear on your 60 second OPENING STATEMENT***

THE ISSUE IS: *Be concise, in one or two sentences get to the heart of the problem.*

SELECT A SPECIFIC EXAMPLE *that illustrates the problem or situation you want to change*

DESCRIBE YOUR EMOTIONS about this issue

IT IS SIGNIFICANT BECAUSE: *Why is it important? What is the future impact if not resolved?*

IDENTIFY YOUR CONTRIBUTION TO THIS PROBLEM

INDICATE YOUR WISH TO RESOLVE THIS ISSUE

INVITE THEM TO RESPOND

***INTERACTION***

CLARIFY THEIR VIEWPOINT

***RESOLUTION*** *How can we move forward from here? Make a new agreement.*

‘*Fierce Conversations’* by Susan Scott, 2002