So you need to have a difficult conversation…

Answer these questions to help you prepare to discuss something difficult or sensitive, provide feedback, or to prepare when you anticipate conflict.

1. How are you feeling about this conflict? (Name at least 2-3 feelings)

2. What value(s) of yours are being tested in this situation?

3. What positive questions can you ask yourself to be part of the solution? (eg: How can I contribute to the success of this interaction? How can I make it safe for the other person to hear my concerns?).

4. Which of your values will help you know what to do in this situation? How can you behave from a place of this value (how can this value help shape your positive motive/intent)?

5. Which strengths can you use to have the difficult conversation?

6. What strengths does the other person have? Write down at least 5.

7. How are you feeling after identifying your feelings, asking yourself positive questions, looking at your own values and strengths and thinking about the other person’s strengths?

8. What resources can you utilize to help you deal with this situation effectively? Who can you ask for help or advice?

9. How do you want to respond now that you’ve explored the situation from this perspective?
Flip the switch to turn off your reptile brain

See and Hear
- Ask judging questions
- Tell negative stories

Feel negative emotions

Amygdala drives action

Flip the switch to have a more positive thoughts, motives, feelings and actions

It's never too late to flip the switch…

See and Hear
- Name your feelings
- Tell positive stories

Ask positive questions

Follow your values

Act using your strengths

Proud of your behaviour

creates positive emotions