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| CONVERSATION PLANNER | | |
| With whom? |  | When? |
|  | | |
| WHAT IS MY INTENT? | | |
| *Explain why you want to have the conversation. Your intent should be to build up the person as well as move the project forward* | | |
| WHAT ARE THE FACTS? | WHAT IS THE IMPACT? | |
| THEIR POINT OF VIEW, MY POINT OF VIEW | ON PROJECT, PEOPLE, PROCESS | |
| *Explain the facts, commitments not kept, meetings missed, negative behaviors, or attitudes*  *Then listen empathetically to the situation from the other person’s point of view* | *What is the person’s behavior costing the project in terms of relationships and outcomes?* | |
| ACTION ITEMS | BY WHEN | |
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