

Figure C1.6 Worksheet—Preparation Notes for Team Conversation Activity

Transforming a Difficult Conversation Into a Learning Conversation

What Happened?			Feelings	Identity Issues
Multiple Stories What's my story? What's his or her story?*	Impact/Intent My intentions: Impacts on me: Other's intentions: * Impacts on the other: *	Contribution What did I contribute to the problem? What (from your perspective) did she contribute? *	What are the feelings engendered for me around this conversation?	How does what happens or what might happen in this conversation threaten my identity? Specifically, when I think about the leadership and authority relationships involved in this difficult conversation, what challenges or identity issues come up?

*Try to get into the other character's side of the story, and try not to fall into some of the common traps of the Intention Invention.

Adapted from Stone, D., Patton, B., & Heen, S. (1999). *Difficult Conversations*. New York: Penguin Books.

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