



# Conversation Mapper

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**Instructions:** Remember that preparation is key to navigating a successful conversation. To help you with your journey is this mapper. Fill out what you need and use it as a tool to prepare. There are a lot of emotions that can be involved and this worksheet will not only allow you to help take stock of those emotions, but you'll also have a chance to map everything out to see the full picture. This can provide you with a fresh perspective and more confidence with the conversation.

Read through and fill out what you can. We get it, you're working and sometimes extra time isn't always available. Remember that progress is progress, start by just reading through it to refresh your memory and get the thoughts flowing. When you're ready, you can always go back and jot things down, or just use it as a mental exercise.

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**Getting Started:** The goal of any difficult conversation is to create a dialogue to help create a solution. However, these conversations aren't always greeted with open arms and emotions can run high for both parties involved. To help you stay the course toward a resolution, mapping the conversation can help.


To help you get started, think about the following questions:



1. What is the desired outcome? Why are you having this meeting?

2. Why is it important? How is it impacting the team, their productivity, morale, development, etc...?

3. What evidence, or specifics, do you have to address this issue? (Having concrete examples, or situations, can help your credibility)



4. What are you feeling about having this specific conversation? Are there any personal emotions or biases that you may have that could impact the conversation?

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**Mapping the conversation:** Make sure to capture the main points. You are fine to script, but the goal shouldn't be memorization.

I'd like to talk about:

The reason why is:



What I've noticed:

I perceive:

**Ask for their input such as "What are your thoughts?" or "Walk me through what's happening?".**

What I need/want:




Would you be willing to?

How will you follow up or check in with them?

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**Next Steps:** Coaching is never-ending. For a behavioral change, it is important to remember to follow up after the conversation. One way to do this is to document your follow-up plan and keep some notes about what you've discussed each time to help you keep the momentum. During these times, see how things are going or ask if there is anything you can offer for help (e.g. training, resources, or a sounding board).



**Debrief:** It is important to remember this conversation is about creating an open and safe space for you to state your goal and objectives and then work to get there. It isn't about being right, but an opportunity for growth for each person involved. It may be difficult, but it isn't impossible!

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