# Planning Critical Conversations Toolkit

## Planner the Coversation Template

This template is designed to help you plan your critical conversation. Knowing some of the actual words you are going to say beforehand takes some of the stress out of this conversation

### What is your goal for this conversation?

It is helpful at the start of the conversation to share your goal and to ask the other person what they hope to achieve in this conversation. If you have the same of similar goals it can be helpful to refer back to these when you find areas where you disagree.

Refer to the Healthy and Unhealthy Motivators under the “Why is the   
conversation needed?” part of the Toolkit.

### How might you start this conversation?

“I would like to talk to you about...”

### What are the facts of the situation?

What are the “who, what, where and when’s” of this situation. Remember you want evidence and facts, not opinions.

“I have heard…” or “I noticed…”

### How are you interpreting the facts? What do you think they mean?

“When you …..I wonder if … or if you ...”

### What are the impact of these facts?

Describe the impact the behaviour has had on you, the team or customers?

### What might have contributed to this situation?

What internal or external factors may have contributed to this situation?  
Also consider if you may have contributed through actions or not taking action.

### How will you check if they acknowledge these things actually occurred?

“What do you think about this?”  
“How do you see this situation?”  
  
“What do you think ….means?”,  
“What are your thoughts?”

### Think about what outcomes you want from this conversation.

Are you just looking for a shared understanding?  
Do you want agreement on the best way forward?  
Do you want to find a better way to work better together?