Conversations With Impact Planner

15 min

Use the following Planner before, during and after your next Conversation With Impact:

Before the Conversation
Conversations With Impact don't just happen on the fly. They take a level of thought and consideration. Use this section to gather your thoughts first:

What do you want to achieve out of this conversation?	
How will you know if the outcome has been achieved?	
Why is this important?	
How do you think the other person is feeling?	
How do you think they might react?	

Which Conversations With Impact principles will be most important to demonstrate?	
❑ **Be Courageous**	• Own your key messages, especially the difficult ones • Remain open to hearing things that you don't like or want to hear • Demonstrate a level of vulnerability – share something of yourself
❑ **Be Empathetic**	• Try walking in the other person's shoes • Respect different perspectives • Avoid making assumptions
❑ **Be Present**	• Minimise distractions and give you undivided attention • Ask more and better questions • Listen to understand not just hear
❑ **Be Aware**	• Know what you want to say and how you want to say it • Understand the impact you, your mood, and your reactions have on others • Recognise and calmly handle derailers
❑ **Be Silent**	• Give the other person time to process and digest what you are saying • Don't fill the silence with the sound of your own voice • Listen for their perspective and for what you do not already know

After the Conversation		
Use the following action plan and notes section to capture and sustain momentum post your conversation.		
Who?	**What?**	**When?**

Notes	
Feedback and / or Reflections	
Things to Follow Up On	

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Use the following four steps Use the following four steps – **G**oal, **R**eality, **O**ptions, **W**ay Forward – to structure your conversation (just remember "**GROW*!**")

During the Conversation	Your notes, ideas, questions, examples
1. Establish a Goal for the Conversation *Discuss:* • Purpose • Importance • Benefits • Agenda	
2. Understand Current Reality – Yours & Your Conversation Partner's • Clarify perspectives • Offer specific examples • Ask for their concerns • Listen for facts & feelings • Identify possible obstacles • Check your understanding	
3. Explore Options • Invite suggestions • Generate ideas & options • Explore benefits & disadvantages of options	
4. Agree a Way Forward • Agree & record action plan • Support & resources • How to measure progress • Diarise next meeting where applicable	

GROW is one of the most widely used coaching-style conversation models developed by Sir John Whitmore. You can find out more at www.performanceconsultants.com/grow-model

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