

# Conversations With Impact Planner

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



Before the Conversation	
<i>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:</i>	
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?	
<i>Which Conversations With Impact principles will be most important to demonstrate?</i>	
<input type="checkbox"/> Be Courageous	<ul style="list-style-type: none"> <li>Own your key messages, especially the difficult ones</li> <li>Remain open to hearing things that you don't like or want to hear</li> <li>Demonstrate a level of vulnerability – share something of yourself</li> </ul>
<input type="checkbox"/> Be Empathetic	<ul style="list-style-type: none"> <li>Try walking in the other person's shoes</li> <li>Respect different perspectives</li> <li>Avoid making assumptions</li> </ul>
<input type="checkbox"/> Be Present	<ul style="list-style-type: none"> <li>Minimise distractions and give you undivided attention</li> <li>Ask more and better questions</li> <li>Listen to understand not just hear</li> </ul>
<input type="checkbox"/> Be Aware	<ul style="list-style-type: none"> <li>Know what you want to say and how you want to say it</li> <li>Understand the impact you, your mood, and your reactions have on others</li> <li>Recognise and calmly handle derailers</li> </ul>
<input type="checkbox"/> Be Silent	<ul style="list-style-type: none"> <li>Give the other person time to process and digest what you are saying</li> <li>Don't fill the silence with the sound of your own voice</li> <li>Listen for their perspective and for what you do not already know</li> </ul>

After the Conversation		
<i>Use the following action plan and notes section to capture and sustain momentum post your conversation.</i>		
Who?	What?	When?
<b>Notes</b>		
<b>Feedback and / or Reflections</b>		
<b>Things to Follow Up On</b>		

# Conversations With Impact Planner

Use the following four steps Use the following four steps – Goal, Reality, Options, Way Forward – to structure your conversation (just remember “**GROW\***!”)

During the Conversation	<i>Your notes, ideas, questions, examples</i>
<b>1. Establish a <u>G</u>oal for the Conversation</b> <i>Discuss:</i> <ul style="list-style-type: none"><li>• Purpose</li><li>• Importance</li><li>• Benefits</li><li>• Agenda</li></ul>	
<b>2. Understand Current <u>R</u>eality – Yours &amp; Your Conversation Partner’s</b> <ul style="list-style-type: none"><li>• Clarify perspectives</li><li>• Offer specific examples</li><li>• Ask for their concerns</li><li>• Listen for facts &amp; feelings</li><li>• Identify possible obstacles</li><li>• Check your understanding</li></ul>	
<b>3. Explore <u>O</u>ptions</b> <ul style="list-style-type: none"><li>• Invite suggestions</li><li>• Generate ideas &amp; options</li><li>• Explore benefits &amp; disadvantages of options</li></ul>	
<b>4. Agree a <u>W</u>ay Forward</b> <ul style="list-style-type: none"><li>• Agree &amp; record action plan</li><li>• Support &amp; resources</li><li>• How to measure progress</li><li>• Diarise next meeting where applicable</li></ul>	

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](http://www.performanceconsultants.com/grow-model)