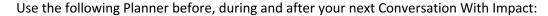
## Conversations With Impact Planner





## **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? Own your key messages, especially the difficult ones ■ Be Courageous Remain open to hearing things that you don't like or want to hear Demonstrate a level of vulnerability - share something of yourself Try walking in the other person's shoes **☐** Be Empathetic Respect different perspectives Avoid making assumptions Minimise distractions and give you undivided attention ☐ Be Present Ask more and better questions Listen to understand not just hear Know what you want to say and how you want to say it ☐ Be Aware Understand the impact you, your mood, and your reactions have on others Recognise and calmly handle derailers Give the other person time to process and digest what you are saying ☐ Be Silent 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		

## 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\*!")

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 Explore benefits & disadvantages of options Agree & record action plan Agree & record action plan Support & resources	During the Conversation	Your notes, ideas, questions, examples
<ul> <li>Purpose</li> <li>Importance</li> <li>Benefits</li> <li>Agenda</li> </ul> 2. Understand Current Reality – Yours & Your Conversation Partner's <ul> <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> 3. Explore Options <ul> <li>Invite suggestions</li> <li>Generate ideas &amp; options</li> <li>Explore benefits &amp; disadvantages of options</li> </ul> 4. Agree a Way Forward <ul> <li>Agree a Way Forward</li> </ul> 4. Agree & record action plan	1. Establish a Goal for the Conversation	
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Agree & record action plan	4. Agree a <u>W</u> ay Forward	
Land Harris and American American	Support & resources	
<ul> <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 <a href="https://www.performanceconsultants.com/grow-model">www.performanceconsultants.com/grow-model</a>