

Courageous Conversations

ACTION PLANNING WORKSHEET

at
**HER
BEST**

Bias for Action

How will I establish a way to follow up after the courageous conversation?

Who:

Will do what:

By when:

How we'll follow up:

5 Tips for success

1. Prepare for the conversation by working out exactly what you want to achieve for both parties
2. Tell your stories and be sure to share your feelings about the situation
3. Listen to their story, turn off filters and suspend judgment
4. Watch out for and manage emotional responses such as attack or retreat
5. Don't stoop- Be authentic and empathetic in order to master courageous conversations

Resources: Find out more..

Article: Forbes: Courageous Conversations

Blog: TED's Amy Cuddy: Fake It Till You Become It Crucial Skills

Books: Crucial conversations: Tools for talking when stakes are high. McGraw-Hill

TED Talks: Brene Brown: The Power of Vulnerability

LeanIn Circles: Managing Difficult Conversations