

Courageous Conversations

ACTION PLANNING WORKSHEET

at
HER
BEST

Tell & Listen:

When telling our story and listening to our partners', there are three things to consider:

- 1. What's going on? [facts first, get to the point, why now?]*
- 2. How do you/they feel about it? [What's my story? 1st person, honesty, own it]*
- 3. What's the wider impact? [why they should care, who else is affected?]*

What stories are you telling yourself about the situation or the person (Victim, Villain, Helpless)?

What are data points, facts, neutral things that can deliver a more effective story?

Plan the new story you will tell here:

Remember:

Turn off your filters and turn on empathetic listening:

- Be attentive
- Let them do the talking
- Use body language to show interest
- Mirror what they say and how they say it
- Ask open ended questions