

# Courageous Conversations

## ACTION PLANNING WORKSHEET

### Tell and 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)?

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

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Plan the new story you will tell here:

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### 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