

DIFFICULT CONVERSATION CANVAS

Prepare the conversation. Do not script the person.

01

SEE CLEARLY

PURPOSE

What useful outcome do you want from this conversation?

OBSERVABLE FACTS

What did you directly see, hear, or agree - without labels or motives?

MY STORY

What meaning or assumption have you added to those facts?

02

UNDERSTAND BOTH SIDES

THEIR PERSPECTIVE

What might they be seeing, needing, or trying to protect?

STAKES AND EMOTIONS

What matters here, and what feelings may be in the room?

SHARED INTERESTS

What outcome, standard, or relationship do you both care about?

03

PLAN THE CONVERSATION

OPENING

How will you state your purpose and invite their view?

QUESTIONS

What open questions will help you understand before deciding?

BOUNDARIES AND NEXT STEPS

What must change, what is negotiable, and when will you follow up?
