

MAKE DIFFICULT CONVERSATIONS EASY

How to make difficult conversations easy - checklist

Please complete the below checklist. Read the activities under each section, and tick the Yes/No boxes accordingly.

Yes – if you do the activities as per best practice; **No** – if you don't do them enough or at all.

	Yes	No
I recognise difficult situations and can predict when I will need to have a difficult conversation.	☐	☐
I try to solve things proactively before a problem grows.	☐	☐
I'm always open to conversation in a difficult situation.	☐	☐
Before I question my staff, I ask myself what I did wrong.	☐	☐
I structure my conversations and use the STAR formula.	☐	☐
I listen to what my staff has to say and give them space to think and explain.	☐	☐
I don't speculate or make judging statements without knowing the facts.	☐	☐
I base my opinion on evidence and try to get to know the opinion of all parties involved.	☐	☐
I look behind the facts in more detail to find out the reason for a certain unwanted behaviour.	☐	☐
I never get stuck in a problem but look for solutions.	☐	☐
I take action after a difficult conversation immediately.	☐	☐
I check in with my staff following our discussion for a review.	☐	☐
I have a performance system in place that I can make these discussions a part of.	☐	☐
I ask my staff for feedback on how I could improve my communication.	☐	☐

Total score:	
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Go to the next page to find out how to calculate your results.

Evaluation

Count your total points. Give yourself one point for every 'Yes' answer.

Calculate your overall total score.

Scorecard

- | | |
|---------------------|--|
| 0-5 points | Your ability to handle difficult conversations is average, it's time to take some advice from the lesson. |
| 6-10 points | Your ability to handle difficult conversations is above average, but there's still space to grow. |
| 11-14 points | Well done! This is the way to go! |