

## MAKE DIFFICULT CONVERSATIONS EASY

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# 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.	<input type="checkbox"/>	<input type="checkbox"/>
I try to solve things proactively before a problem grows.	<input type="checkbox"/>	<input type="checkbox"/>
I'm always open to conversation in a difficult situation.	<input type="checkbox"/>	<input type="checkbox"/>
Before I question my staff, I ask myself what I did wrong.	<input type="checkbox"/>	<input type="checkbox"/>
I structure my conversations and use the STAR formula.	<input type="checkbox"/>	<input type="checkbox"/>
I listen to what my staff has to say and give them space to think and explain.	<input type="checkbox"/>	<input type="checkbox"/>
I don't speculate or make judging statements without knowing the facts.	<input type="checkbox"/>	<input type="checkbox"/>
I base my opinion on evidence and try to get to know the opinion of all parties involved.	<input type="checkbox"/>	<input type="checkbox"/>
I look behind the facts in more detail to find out the reason for a certain unwanted behaviour.	<input type="checkbox"/>	<input type="checkbox"/>
I never get stuck in a problem but look for solutions.	<input type="checkbox"/>	<input type="checkbox"/>
I take action after a difficult conversation immediately.	<input type="checkbox"/>	<input type="checkbox"/>
I check in with my staff following our discussion for a review.	<input type="checkbox"/>	<input type="checkbox"/>
I have a performance system in place that I can make these discussions a part of.	<input type="checkbox"/>	<input type="checkbox"/>
I ask my staff for feedback on how I could improve my communication.	<input type="checkbox"/>	<input type="checkbox"/>

<b>Total score:</b>	
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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!**

