

'Soft' preparation checklist

Try to consider the less tangible issues when you're preparing for a difficult conversation. These questions may help. Feel free to use the space provided to make notes.

1. What's your objective?

What outcomes do you want from the conversation?	Are they realistic and achievable?	Do you have any hidden agendas?	Do you know the objectives of any others involved?

2. What will wind you up?

Does anything about the issue hit a nerve? What has the potential to knock you off balance?	How will you control your reactions in that instance?	How sensitive are the others involved?	Can you anticipate their reactions?

3. What's the common ground?

What common ground do you share with others involved in the conversation?	What do you both need and want?	What are your shared hopes or fears?

4. Your contribution

How have you contributed to the issue?	How have the other people involved contributed to the issue?