

## 'Hard' preparation checklist

Do you have clear answers to these questions? If it helps, use the space provided to make notes

### 1. What is issue?

What is the problem?	Why did it arise?	Who is involved?	What is happening now?

### 2. What are the facts?

What hard facts and data do you have?	Is this sufficient to support your view of the issue?	Are there gaps in your information?	How can you plug these gaps?

### 3. What support do you have?

What resources are available to help you with this issue?	How can your colleagues, friends, family or others help you with this issue?

### 4. What rules, regulations and policies apply?

What rules, regulations and policies are relevant to this issue?	Are you clear about what you have to do?	Do you know where to find the relevant documentation, if required?

### 5. When and where is best to have this conversation?

When in the day are you at your best?	Is there a better time of day for the other people involved?	What kind of situation and location is appropriate? Formal? Informal? A private or public space? At your workplace or away from it?