



Courageous Conversation Starter Scripts

Use these starter scripts to help you plan for a successful courageous conversation.

Step 1: Opening with Intent & Clarity

- I'd like to talk about something that's important for our work together...
- I know this might feel uncomfortable, but I want to have this conversation because I value our team/client relationships...

Step 2: Naming the Issue

- I've observed [specific behavior/situation] and it impacts [team/patient/client].
- The challenge I see is...
- When [situation], it leads to...

Step 3: Hold Space /Inviting Response

- How do you see it?
- What's your perspective?
- What might make this work better for both of us?

Closing: Collaborative Closure

- Let's agree on one next step we can both commit to.
- What support would help you succeed with this change?
- How can we check in on this moving forward?



Additional Starter Scripts

Scenario	Staff Example	Pet Parent Example
Giving Corrective Feedback	"I'd like to share something I've noticed in our patient hand-offs that could help the team provide smoother care."	"I noticed your pet seemed stressed during handling today. Let's talk about ways to make the next visit calmer for them."
Setting Boundaries	"I value your dedication, and I also need to make sure the workload is fair for the whole team."	"I understand your concern. Here's what we can do today, and here's what will need to wait until the follow-up visit."
Addressing Conflict or Tension	"I sense there's been some tension in how cases are being delegated—can we talk about how to make it smoother?"	"I hear how frustrated you are with wait times. Let's talk through what happened today and what we're doing to improve."
Acknowledging Emotions	"I know this may feel uncomfortable, but it's important because I value your contributions to the team."	"I can see how worried you are about your pet, and I want you to know we're here to support you."
Collaborative Problem-Solving	"Here's what I'm noticing in our patient flow; what do you see from your side?"	"For your pet's care, here are our options—what feels most manageable for you?"