

LNNP Conversation Prep Card

How to Speak Clearly When the Stakes Are High

When you're stressed, emotional, or dealing with authority, it's easy to ramble, apologize, overshare, or freeze.

This tool helps you prepare before important calls, meetings, emails, or appointments, so you stay calm, focused, and respected.

Why This Exists

Most people lose control of conversations because they:

- Get flustered
- Over-explain
- Apologize unnecessarily
- Get emotional
- Forget key points
- Get interrupted
- Accept vague answers

Preparation prevents that.

STEP 1: Define Your Goal (One Sentence)

Before you speak, know this:

“By the end of this conversation, I want:
_____.”

Examples:

- A written decision
- A refund
- An appeal
- An accommodation
- A timeline
- A supervisor review

No goal = no direction.

STEP 2: Write Your Opening (30 Seconds)

Prepare your first sentence.

Structure:

"Hello, I'm calling about ____.
I'm seeking ____.
I have documentation."

Example:

"Hello, I'm calling about my housing application from March. I'm seeking a written update and timeline. I have documentation if needed."

This sets authority early.

STEP 3: List Your Three Key Facts

Write only what matters.

- ☐ Fact 1: _____
- ☐ Fact 2: _____
- ☐ Fact 3: _____

If you say more than three, people stop listening.

STEP 4: Bring Your Proof (But Don't Lead With It)

Have ready:

- ☐ Emails
- ☐ Dates
- ☐ Screenshots
- ☐ Reference numbers

Use only if needed. Evidence is not a weapon.

STEP 5: Prepare Boundary Phrases

If things drift, use:

- "Let's stay focused on the main issue."
- "Can you clarify that in writing?"
- "What is the next step?"

- “Who reviews this?”
- “When will I hear back?”
- “Please note that in my file.”

Practice phrases like this so you don't feel awkward saying them when it counts.

STEP 6: Emotional Regulation (Quick Reset)

When you feel overwhelmed, remember that Calm = Credibility and “Karen”= dismissal:

- ☐ Slow breath
- ☐ Lower voice
- ☐ Sit back
- ☐ Pause before answering

Calm, factual, doesn't exaggerate = credible.

STEP 7: End With a Record

Never leave without this:

“What will happen next, and when?”

Then write it down.

STEP 8: Follow Up in Writing

After the conversation, send:

“Thank you for speaking with me today. As discussed, _____.”

This locks it in.

LAYER Connection

Law → Your basis

Action → Your issue

Evidence → Your backup

Extra → Your support

Representation → This tool

This is Representation in action.

Emergency Version

If unprepared, remember:

State issue.

State request.

Ask timeline.

Get name.

Repeat.

Core Rule

Prepared people get answers.

Unprepared people get dismissed.