

Practical Edge Training

Difficult Conversation Prep Sheet

Prepare before the conversation so you can focus on solutions, respect, and accountability.

Employee / Team Member

Name: _____ Date: _____

Purpose of the Conversation

What issue needs to be addressed?

Facts (Not Assumptions)

What specific behaviors, events, or examples have you observed?

Desired Outcome

What outcome are you hoping to achieve?

Questions to Ask

- Can you help me understand your perspective?
- What challenges are you experiencing?
- What do you think needs to happen moving forward?

Additional questions:

Possible Solutions

Brainstorm options together.

1. _____
2. _____
3. _____

Agreed Action Plan

Employee commitments:

Manager support:

Follow-Up

Follow-up date: _____

How will success be measured?

Conversation Checklist

- ☐ Stay calm and professional
- ☐ Focus on behavior, not the person
- ☐ Listen without interrupting
- ☐ Seek understanding before responding
- ☐ Agree on next steps
- ☐ Schedule a follow-up

Manager Reflection

What went well?

What will I do differently next time?
