



# Leading With Clarity

A Guide Through Tough Conversations for Effective  
Leadership

Presented to

**HR Business Partners, People Operations Leaders,  
and Corporate Trainers**

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# Script library:

- **Openers:** "Thank you for meeting with me. I want to talk through something important and make sure we're aligned."
- **Openers:** "I want to have a clear, productive conversation focused on how things are going and what support might help."
- **Openers:** "This conversation is about expectations and outcomes, not personal judgment."
- **Openers:** "My goal here is clarity and forward progress."
  
- **Redirects:** From intent → impact: "I'm not questioning intent. I want to focus on how this landed and its effect."
- **Redirects:** From emotion → facts: "Let's pause and come back to what we can observe and measure."
- **Redirects:** From debate → alignment: "We may see this differently, but we still need to align on what success looks like."
- **Redirects:** From explanation → ownership: "I understand the context. Let's talk about what's within your control going forward."
- **Redirects:** From shutdown → support: "This feels heavy. Let's slow down and talk about what would help you move forward."
  
- **Boundary statements:** Time / availability: "I'm not available after hours for this type of work. We'll address it during business hours."
- **Boundary statements:** Behavior/tone: "That tone doesn't align with how we work together here. We need to reset it."
- **Boundary statements:** Scope/priorities: "That request falls outside your current scope. Let's discuss trade-offs if it needs to move forward."
- **Boundary statements:** Repeated issues: "We've discussed this before, and the expectation hasn't changed."
- **Boundary statements:** Process clarity: "If this doesn't improve, the next step will be a formal process."
  
- **Closes + next steps:** "Here's what we've agreed to, and here's what success looks like."
- **Closes + next steps:** "You'll take ownership of X by Y, and we'll check progress on Z date."
- **Closes + next steps:** "If obstacles come up, I expect you to raise them early."
- **Closes + next steps:** "We'll revisit this in [timeframe] and assess what's changed."
- **Closes + next steps:** "I appreciate the conversation. Let's move forward with this plan."