

# 4 Precautions

## Preparing for Tough Conversations

1

### **(Avoid) Mind Reading**

- Don't assume other's motives, thoughts, or perspectives
- Assume good intention
- Use a frame of curiosity

2

### **Other Person's Shoes**

- Anticipate others reaction
- How would you want the conversation to go if you were on the other side
- How might this person be different?

### **Rough Draft in your Head**

- Key thoughts, observations, and questions
- How you will seek understanding without aggression
- Don't memorize, but rehearse key points
  - Opening statement
  - Focus on intended outcome of conversation
  - What is your message?

3

### **Power Dynamics**

- What is the hierarchy (subordinate, peer, supervisor)
- Will that increase feelings of intimidation, or decrease open communication
- Choose a private, neutral setting to encourage safe communication

4