



**Tell me and I
forget.**

**Teach me
and I
remember.**

**Involve me
and I learn.**

--Benjamin Franklin

Personal Application

Based on X.8.1, use the following questions to help identify any obstacles you may have during your difficult conversation, and to help generate an outline and plan for how you will work through them.

Overview of my conversation (e.g., who, what, challenges, when):

Accept that I believe one thing, you believe another

I believe...

S/he may believe...

What is the one key takeaway that I will apply when I have this conversation?



Personal Application

Solicit and understand their perspective

What questions will you ask to learn what you don't know yet?

What will be the greatest challenge in you genuinely and curiously asking for their perspective?

What is you plan to overcome those challenges?

Have a clear and productive purpose

What unproductive purpose do you need to be careful to avoid?

What is your productive purpose in having this conversation?



Personal Application

Separate facts from stories

Have you assumed the other person's intentions based upon the impact to you? If so, separate the two:

Action:

Impact:

Assumption of intention:

What are the FACTS will you share with the other person?

What interpretations of the facts or impacts to you will you share?



Personal Application

Mutual Purpose

What is your purpose in having the conversation?

What might the other person's purpose be for having this conversation?

Where can you find common ground and a purpose that is beneficial to both of you?