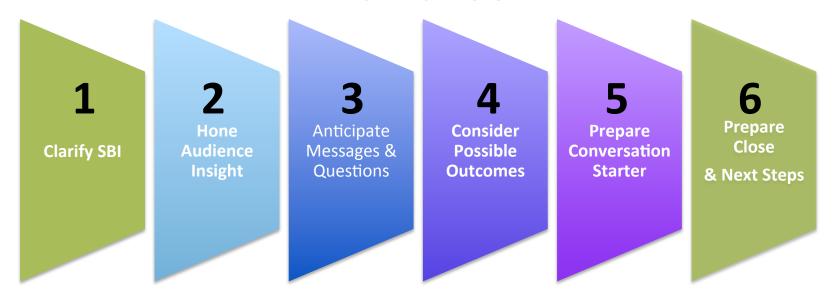
6-Step Critical Conversation Road Map

Anticipate Prepare Consider **Prepare** Messages & Close Hone **Possible** Conversation Questions **Audience Clarify SBI:** & Next Steps **Outcomes** Starter Insight What messages Confirm Acceptance need to be Open sets the clarified? Denial/Blame Wrap up What questions **Frustration** Different if first discussion will help you conversation vs. Hostility learn or confirm Clarify follow-up repeat due to Desired Change understanding? Tears no change in Remember to behavior **PAUSE**

6-Step Critical Conversation Road Map Worksheet





6-Step Critical Conversation Road Map: Worksheet



