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EDGEWATER



EDGEWATER MEDIATION GROUP

TOOLKIT SERIES · NO. 01



Difficult Conversation Planner

Prepare before the conversation becomes the conflict.

CLARITY · CHOICE · RESOLUTION

EDGEWATER MEDIATION GROUP LLC

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Prepare before the conversation becomes the conflict.

This resource is provided by Edgewater Mediation Group LLC for general educational and conflict-resolution purposes. Edgewater Mediation Group is not a law firm and does not provide legal advice. Information contained in this resource should not be considered legal advice for any individual situation.

01

The Situation

What is happening? Describe the issue in a few sentences.

02

What I Know / What I Am Assuming

Separate what you can verify from what you are interpreting or guessing.

Facts	Assumptions

e

EDGEWATER COACHING NOTE

Facts are things a third party could confirm. Assumptions are the story you are telling yourself about why they happened.

03 **The Impact**

How has this situation affected me?

04 **What I Want**

What outcome am I hoping for?

05 **Their Perspective**

What might the other person say is happening? What might matter most to them?

06 **What Needs To Be Said**

07 What Does Not Need To Be Said

Mark anything you are tempted to say that will not move this conversation forward.

- ☐ Insults
- ☐ Unnecessary accusations
- ☐ Old conflicts
- ☐ Assumptions stated as fact
- ☐ Threats

08 Questions I Need Answered

List 5 to 8 open questions you still need answered.

1.
2.
3.
4.
5.
6.
7.
8.

09 **Compromise**

What am I willing to consider?

10 **Non-Negotiable**

What am I unwilling to agree to?

11 **My Opening Statement**

How can I begin the conversation clearly and respectfully?

 EDGEWATER COACHING NOTE

Open with the impact, not the accusation. “When this happened, I felt ...” lands very differently than “You always ...”

12

If The Conversation Gets Heated

WHAT WILL TELL ME WE NEED A PAUSE?

WHAT CAN I SAY TO SLOW THINGS DOWN?

WHEN SHOULD I END THE CONVERSATION AND REVISIT IT LATER?

13

My Next Move

What I will do: _____

When I will do it: _____

What I will do if the issue does not resolve: _____

Need help preparing for the conversation?

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