

JAN 2021

MODULE 2

DIFFICULT CONVERSATIONS

PRE-MODULE QUESTIONNAIRE



Please have a think about a difficult conversation you have previously experienced OR expect to have with someone in the near future. Please type your answers into the boxes provided.

1. Please describe the difficult conversation you experienced and why it came about
OR describe the conversation you expect to have in the near future and the circumstances behind why it has to happen.

Try to think of a one to one situation. For example, this may have been/be a performance, quality or safety conversation or delivering 'bad' news to a client.

2. What made/makes it difficult?

Think about the relationship and what was/is at stake.



3. What types of challenging behaviour(s) did/do you expect from the other person?

This may be aggression or apathy for example. Or it may be that the other person was/is a friend as well as a colleague and may become emotional.

4. What, if anything, about your own style, approach or experience made/might make this a difficult conversation?

Have you had this type of conversation before? What is expected from you as a leader? How confident are you at handling this type of conversation?

5. Prior to having the conversation, what sorts of things were/are you expecting the other person to say or do?

