

Preparation Guide

This document is designed to help you to prepare to handle difficult conversations. Take the time to consider the below questions and prompts to support you in holding these discussions.

1. What do you want to achieve from this meeting (purpose)?

2. What will be covered in this meeting (agenda)?

3.a. Who is attending this meeting? What is their role? Consider what will they do during the meeting and how much time will they need.

3.b. Do you anticipate that they will want to discuss anything?

Yes

No

Consider how this may have an impact on the agenda (maybe now it will need re-ordering?)

4. What decisions need to be made at the meeting? What is the likely impact?

Consider the impact on this individuals (and/or key stakeholders) and on future relationships

5. What issues/ barriers may emerge (past or present), and how will you overcome these?

6. Have you identified a method for recording key actions and considered how these are attributed correctly? Consider this below:

7. What emotions might emerge (in you/them) and how will you address/manage these?

8. Additional thoughts/ notes