



Conversation Planner

A preparation tool for meaningful leadership conversations.

**Taking a few minutes to prepare can improve clarity,
confidence, and outcomes in important conversations.**

BEFORE THE CONVERSATION



What is the purpose
of this conversation?

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What are the key
facts I know (not
assumptions)?

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.....



What assumptions
might I be making?

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What might this
person be
experiencing?

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What outcome am I
hoping for?

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.....

SET MY INTENTIONS BEFORE THE CONVERSATION



Listen to understand



Stay calm and present



Avoid assumptions



Conversation Planner

DURING THE CONVERSATION



Key questions I want to ask:

1.
2.
3.



Key message I need to communicate:

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IF THE CONVERSATION BECOMES DIFFICULT, I WILL:



Pause before responding



Bring it back to facts and impact



Re-focus on next steps

CONVERSATION TIPS:

- Be present, not reactive
- Ask more than you tell
- Focus on clarity, not perfection
- Assume positive intent
- Keep the conversation forward-focused

AFTER THE CONVERSATION

What actions were agreed?

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What support is required?

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When will I follow up?

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REFLECTION

What went well in this conversation?

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What would I do differently next time?

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