

A Smarter Way to Prepare for Conversations



Challenging conversations can involve delivering feedback, resolving conflicts, negotiating boundaries, or resisting change. They may also arise from miscommunications, power dynamics, or ethical concerns. The right preparation can help you navigate emotions and reach productive outcomes.

This guide will help you prepare for conversations that require more than the usual level of preparation.

By understanding the neuroscience behind behaviour, you can foster empathy, anticipate reactions, and build trust. A key element in this is extending generous intent—choosing to see others' words and actions in the most positive light, which helps to build trust and deepen connections. This approach encourages positive dialogue and leads to more collaborative, successful outcomes.

1 Preparation

Write your reason and intent for the conversation

Next, follow your reason to complete this sentence: so that I can ...

2 Generate insights

Think about and identify some relevant coaching questions.

Goals

- Imagine creating a new reality. What does it look like?
- How do your goals align with your core values?
- If there was one action you could take, where would you be willing to start?

Relationships

- Who helps you when you need to think through options?
- Describe the last time you felt driven and motivated. Who else was around?
- What knowledge and skills will help you reach this new reality? Who could help?

Emotions

- What positive emotions can you leverage?
- When you feel stressed or overwhelmed, what coping strategies work best for you?
- In a year from now, how will your current worries impact you?

Motivation

- What gives you the greatest sense of authenticity?

- What is your vision for the future?
- How can you challenge any beliefs, assumptions or experiences negatively impacting your motivation?

Health

- How do you communicate your needs and boundaries?
- When is the last time you gave yourself a break?
- How would you describe a good night's sleep?

Habits

- How can you make your new habit easy to stick to?
- What triggers your old habit, and how can you manage those cues?
- How can you celebrate small wins to build momentum?

Self-Awareness

- What are you feeling at this moment?
- How can you apply your strengths to your current goal?
- Who do you want to become?

