

Making Space for Difficult Conversations



FRAME THE PROBLEM

- 1. Externalize all the problems or challenges that present a difficult conversation to have on our team or within our organization.
- 2. Group similar problems together
- 3. Select problem grouping that we want to move forward with workshopping.

Difficult Conversations

- Requires input from multiple stakeholders at various levels of your team or organization (alignment is not agreement)
- Requires more than one function or discipline to solve a given problem
- Cannot be "solved" in a single conversation
- Has the potential to negatively impact a customer or user

PROBLEM FRAME

Summarize the theme of the workshop you would like to facilitate below.

Moments of Influence



3 Months - Short Term

6 Months - Near Term

1 Year - Long Term



PREPARE THE ASK

Workshop Goals

For the purposes of today, we'll assume this is a 1-day workshop with 5-7 participants.

1. What are the goals for the day?
2. Based on the goals defined, who are the right participants for the conversation?

Goals		Workshop Participants
	→	
	→	
	→	

Contribution Expectations

What should participants expect to contribute ahead of time? Do during the workshop? Takeaway after it's over?

Before	During	After

Setting the Agenda

AM	PM



ACTION, ACCOUNTABILITY & FOLLOW-THROUGH



Shared Artifact

Sketch a shared artifact that all workshop participants could contribute to that also captures the unique data points or inputs they might bring to the table.

Post-Workshop Follow-Ups

How might you enact accountability and follow-through with follow-up activities post-workshop that build on this initial conversation? Identify at least one follow-up activity for each of the key timeframes

3 Months - Short Term _____

6 Months - Near Term _____

1 Year - Long Term _____

Influential Stakeholders

Who are the stakeholders with influence who can help amplify the effort of your collective team and champion future resources or engagement? Identify at least 2-3 stakeholders or influencers.

1	_____
2	_____
3	_____
4	_____
5	_____