

The tools in the **Difficult Conversations Power Toolkit** will help you prevent difficult situations from escalating and manage conflict situations that have already gotten out of hand. The Toolkit is organized into 5 broad sections that are aligned with the collaborative discussion model. This is a model for having difficult conversations that we will discuss during the course of our work together.

## **(1) Conflict Resolution Theory**

- **Check Your Mindset**

Key tips to help you get into the right headspace for having difficult conversations well.

- **The 5 Different Conflict Handling Styles and When to Use Them**

Know which style to use so that you can increase your chance of achieving your objectives.

## **(2) Before the Discussion**

- **Prepare Using the Difficult Conversations Prep Sheet**

10 surprising questions to help you say what's on your mind without sacrificing your relationships and a roadmap for the actual conversation.

- **How to Invite Someone to Have a Collaborative Discussion**

A step-by-step strategy to invite someone to have a difficult conversation with in a way that will motivate them to say yes and collaborate with you.

## **(3) During the Discussion**

- **Practice Safe Conversations**

How to pay attention to fight, flight, and freeze reactions so that the conversation doesn't fall off the rails.

- **Separate Intent from Impact**

How to communicate something sensitive and maximize your chances of having the other person hear and understand you.

- **Get to the Underlying Needs So You Can Truly Resolve Issues**

Learn the art of separating positions from needs so that you can propose creative and collaborative solutions that hit the mark for everyone.

#### **(4) After the Discussion**

- **Integrate Your Lessons Learned**

An exercise designed to ensure that you capture your lessons learned and use them to improve your difficult conversations skills even further.

#### **(5) Core Micro-Skills**

- **Stay Out of The Drama Triangle**

Understand the main dysfunctional dynamic that plagues most workplaces and how to stay out of it.

- **Setting Healthy Boundaries Tip Sheet**

Key tips to help you take a stand with both integrity and respect when that's what's needed in the situation.

- **How to Stop Other People from Derailing a Conversation Without Offending Them**

I think that the title of this particular tool says it all. This is one of my clients' favourites!

**And More!! I add tools to the Toolbox regularly!**