

Exercise: Conflict Conversation

Conversation Guide

Introduction: *"Today I would like to talk to you about... this is what we agreed on last time we met about this topic. My observations since then are..."*

1. Neutral description of the situation (facts): _____

2. My emotional state about this: _____

3. **My goal** – *"I expect...(this is how it should be)" and these are the implications and this is what will happen, if we see no development:* _____

Prepare until here! Then "move the monkey" by switching into coaching mode!

4. **Possible solutions** – *"How can you ensure that...?":*

5. **Commitment and plan of action** – *"What are your next steps and when will we talk about the progress?":*

