

Mindful Leadership Online Training Conference

DIFFICULT CONVERSATION Checklist

MINDFUL LEADERSHIP: HOW TO HANDLE DIFFICULT CONVERSATIONS

- Set an Intention for Every Conversation
- Arrive Prepared With Facts
- Don't Interpret Meaning, Always Ask
- Be Respectful
- Ask for What You Need
- Listen to What the Other Needs
- Aim to Move Beyond Positions
- Seek to Align Needs
- Aim for Win/Win
- Do Your Best
- Don't Try to Be Right
- Verify Your Understanding
- Summarize a Memorandum of Understanding
- Follow Up Quickly
- Keep Your Word