



Write up a checklist to prepare for a difficult conversation.

<p>Preparation</p>	<ul style="list-style-type: none"> • Prepare a list of objections which will be useful to certain participants during the session. • Prepare a checklist of guidelines for effectively conducting a difficult conversation. • Copy/paste the list of objections and the checklist in your personal note to have them close at hand during the session.
<p>Flow</p>	<p>Subgroups mode</p> <ul style="list-style-type: none"> • Tell the participants they are going to conduct an impromptu role-play. Specify the scenario by presenting the background story. Specify the key roles. • Divide participants into groups of 3 and share the list of objections prepared with one person from each group in private chats. • Tell each group to join another table in the space to conduct the roleplay. Indicate to them that they can project themselves on the table whilst conducting it. • Send an announcement to start the activity. • After 3 minutes, send an announcement asking the participants to analyze the spontaneous roleplay that just took place. • Then send an announcement to start "Round 2", asking the participants to start the roleplay all over again. • After 3 minutes conduct "Round 3" straight away. <p>Broadcast mode</p> <ul style="list-style-type: none"> • Debrief the changes that occurred from round to round. • Ask the participants to individually write up a checklist of guidelines for effectively conducting this difficult conversation in their personal note. • Share the checklist prepared before the session with the participants by copying and pasting it from your personal note. Ask participants to comment it and compare it to their own. • Ask each participant to capture a few checklist items for immediate implementation before ending the session.
<p>Reuse</p>	<ul style="list-style-type: none"> • Interviewing for a job • Confronting a shoplifter • Disagreeing with the manager during a performance review • Giving feedback to a marginal employee • Pitching an idea for funding



Frame



Min: 3 / Max: 30 / Ideal: 10-20



Ideal: 20-50 minutes



Tools



Collaborative Note



Announcement



Personal Note



Benefits



For the learner

Anticipate a number of elements before having a difficult conversation and be better prepared for it.