

Courageous conversations aren't about winning. They are about making important issues discussable and creating better outcomes

1 THE CONVERSATION I NEED TO HAVE

Who do I need to speak with?

What conversation have I been avoiding?

Why does this conversation matter?

What could happen if I continue to avoid it?

2 CHECK MY INTENT

What outcome am I genuinely trying to create?

☐ Help someone succeed	☐ Address a behaviour or concern
☐ Improve performance	☐ Surface an organizational risk
☐ Resolve a disagreement	☐ Challenge an assumption or decision
☐ Protect the relationship	☐ Create greater clarity or alignment

Am I entering this conversation to prove a point or to create a better outcome?

3 SEPARATE FACTS FROM MY STORY

WHAT I KNOW / OBSERVED

Focus on what actually happened.

- What actually happened?
- What was said or done?
- When did it happen?
- What was the impact?

WHAT I MAY BE ASSUMING

Check my interpretations.

- What conclusions have I drawn?
- What motives am I attributing?
- What might I not yet understand?
- What other factors could be at play?

Describe the issue.

Don't define the person.

Focus on the behaviour or situation.

Avoid labels about the person's character.

4 PREPARE THROUGH THREE LENSES

Use these three lenses to clarify your thinking before the conversation.

COURAGE

What needs to be said?

- What am I reluctant to say?
- What am I afraid might happen?
- What must not remain unsaid?

CLARITY

What is the real issue?

- What did I observe?
- What was the impact?
- What expectation needs clarification?
- What needs to change?

RESPECT

How do I make room for their perspective?

- What might the situation look like from their side?
- What questions should I ask?
- How will I listen without immediately defending my position?

Courage without respect can become aggression. Respect without clarity can become avoidance.
Clarity without courage remains an unsaid conversation.

5 PLAN MY OPENING

My opening sentence:

A SIMPLE CONVERSATION STRUCTURE

Observation
What have I noticed?

Impact
Why does it matter?

Invitation
How will I invite their perspective?

"I've noticed ... / I'm concerned because ... / I'd like to understand how you see it."

6 LISTEN BEFORE SOLVING

During the conversation, remember to:

- ☐ Ask before assuming
- ☐ Listen without preparing my rebuttal
- ☐ Stay curious when I hear something unexpected
- ☐ Acknowledge legitimate concerns
- ☐ Return to the issue if the conversation drifts
- ☐ Keep dignity intact while maintaining accountability

What might I learn in this conversation that could change my perspective?

7 AGREE THE WAY FORWARD

What have we agreed?

What needs to change or happen next?

Who owns what?

When will we reconnect?

8 AFTER THE CONVERSATION

Pause and reflect.

- ☐ Did I say what needed to be said?
- ☐ Did I listen as carefully as I spoke?
- ☐ Did the other person leave with clarity?
- ☐ Did I preserve both accountability and dignity?
- ☐ What will I do differently next time?

Care enough to speak. Be curious enough to listen. Be courageous enough to stay in conversation
- Amazing Coach Sri

H/P: +91-7304110791

contact@amazingcoachsri.com

www.amazingcoachsri.com