# Conversation preparation sheet.

Planning for any conversation is key. These questions can help you prepare.

|  |  |
| --- | --- |
| What are the key elements of the message? |  |
| Known facts |  |
| What are the unknowns |  |
| What positive, negative and neutral elements? |  |
| What must the employee know? |  |
| What should the know? |  |
| What could they be told depending on their response? |  |
| What are non-negotiable parts of the message? |  |
| Where are the areas for discussion? |  |
| What do you want the employee to do as a result of hearing the message? |  |
| What ideal outcome are you looking for from this conversation? |  |
| What outcome would you be prepared to accept? |  |
| What support might you or the other person need once the message has been delivered?  Is this support available? |  |
| Do you have contact details that you might need? |  |
| What materials do you need to support your conversation e.g. copies of letters. |  |