



STEPPING STOOL

Coaching by Leah Zimmerman Company

Checklist for Difficult Conversations *based on my 5 C's process*

Calibrate:

How self-aware are you?

- Identify your desired outcome.
- Know why does it matter to you?
- Identify what are you assuming about the other person.
- Practice describing your perspective in objective detail.
- Imagine best possible outcomes.
- Have more faith than fear that you will be able to connect, navigate your emotions, focus on outcomes ,and move towards creating new solutions.

Connect:

How do you build trust?

- Set a clear intention to connect with the person with whom you will be speaking. Listen intently.
 - Make eye contact
 - Open body language that shows you are receiving .
 - Lean forward to show your interest.
 - Repeat back what you have heard.
- Acknowledge something about the other person. For ex: "I heard you say....."
- Affirm the other person
- Share appreciation for what the other person has contributed so far to the conversation.

Clarify:

How well do you understand the other?

- State your perspective clearly, without judgment or interpretation.
- Ask for the other person's perspective
- Investigate: ask questions to understand the other person's perspective better.
- Be curious about the other person's thinking process.
- Look for validity in the other person's feelings.
- Invite the other person to ask you questions.

Collaborate: How can you lead towards partnership?

- Talk as if you are both on the same side of the table and the same team .
- Invite input from the other person .
- Share your perspective.

Create: Now you are already to plan how you will move forward together!

- Establish a common vision.
- Plan your next steps.

Start a conversation with me at <https://steppingstoolcoaching.com> to make your hard conversation easy.