

CONVERSATION PREPWORK

1. What was the catalyst for the situation?
2. What is bothering you the most about what happened?
3. When you think about it how do you feel?
4. How do you think they feel about the situation?
5. Why might they feel this way?
6. What is another way they might feel about the situation?
7. Why might they feel this way?
8. What value/need do you have that has not been met?
9. Why is this important to you?

10. What value/need for them has not been met?
11. Why might this be important to them?
12. What would you have liked to have happened?
13. Why is that important to you?
14. What do you think they would like to happen?
15. Why is that important to them?
16. What is one possible win win solution?
17. What is another possible win/win solution?
18. In any of your statements are you implying they are bad or wrong in any way? If so try and reword it without implying they are bad or wrong while still being 100% authentic.

NVC STATEMENTS

ACTION ORIENTED A. When me. Would you be will	_ happened, I felt ing to?	, because	is important to
CONNECTION ORIEN B. When I think about Does	the fact that	, I feel ou?	because I value
CLARITY C. When I heard you s Would	ay "", you be willing to clari	I felt fy what you meant whe	_ because I really prefer en you said that?
EMERGENC	Y EMPATHY	•	
If things go wrong dur some possible ways the			mergency Empathy what are
Are you feeling	because you would	d like more?	
Are you	because	is important to you?	•
Are you feeling	because you v	vould have preferred fo	or to happen?