

# FACING THE FEAR

## 4 GEMS FOR CRUCIAL CONVERSATIONS

1

GIVE  
YOURSELF  
PERMISSION  
TO **FEEL.**



**EXPECT THE BEST**  
AND PREPARE  
FOR THE  
WORST.

2



3

MINDFULLY  
MONITOR THE  
CONVERSATION  
SPACE.



STOP  
TO WRITE  
AND REFLECT  
**BEFORE** YOU  
RESPOND.

4



# DARE TO HAVE CONVERSATIONS THAT MATTER.



## DEFINE YOUR INTENTIONS

*What is my issue?*

*Who do I hope to influence?*

*What do I hope to gain from having the conversation?*

*What specifically do I want people to know?*

## ACKNOWLEDGE YOUR ASSUMPTIONS

*What opinions do I hold about this person?*

*What evidence supports my conclusions?*

*What evidence refutes them?*

*How might I change my perspective?*

## RESPOND WITH COMPASSION

*Where is the **good** that might be hard to see?*

*What am I appreciative of?*

*What do we **both** want?*

*How could I be getting in the way?*

## EMBRACE THE MAYBE

*What **don't** I know?*

*What can this person help me learn?*

*How would I benefit from this knowledge?*

*What's the worst that could happen?*

*What's the best that could happen?*

