

THE

CONSTRUCTIVE

CONVERSATION GUIDE

A practical tool to help people navigate difficult conversations with clarity, respect and a way forward.



1 What needs to be addressed?

Describe the issue clearly and objectively.

2 What's the Desired Outcome?

Be clear on what a useful conversation would achieve.

3 What Might the Other Person Be Experiencing?

Consider their perspective before entering the conversation.

4 What Do You Need to Communicate?

Identify the key areas without blame or unnecessary detail.

5 How Will You Say It Constructively?

Plan language that is clear, respectful and focuses on the issue.

6 What Happens Next?

Agree on actions, expectations or a follow-up.

Perky Tip

Go into the conversation aiming for clarity and understanding, rather than proving a point.

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