

About this Tool

This tool will help you to prepare for a conversation with a stakeholder who has a different perspective on the issue or the way forward.

It can be particularly useful when preparing for a conversation that you fear may become heated.

Context

This Tool can be used in these phases of the Collaborative Change Cycle:

- ✓ The Readiness Runway
- ✓ Building the Foundations for Change
- ✓ Creating a Shared Vision for Change
- ✓ Scaling Up for Systems Change
- ✓ Achieving Transformation

And is relevant to building these enabling capabilities:

- ✓ Collaboration
- ✓ Community
- ✓ Innovation
- ✓ Leadership
- ✓ Measurement

TOOL

How to Prepare for a Conversation that Brokers Difference

We want to prepare for a difficult conversation.

Effort Level

Low Effort – 1 Hour Required

Developed by CFI, based on the Process Oriented Psychology body of knowledge.
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How to use this tool

An individual can prepare for a conversation with a stakeholder by working through each of the questions outlined below.

Questions to Explore Together

1. Why is this stakeholder important to your project?
2. If your engagement with this stakeholder went very well, what would be different in 3 months? What would be different in 6 months?
3. What is your intention in this conversation?
4. What do you want to achieve as a result of this conversation? What would success look like for you?
5. What do you think the stakeholder might want to achieve as a result of this conversation? What would success look like for them?
6. What is the difference or conflict you are noticing between yourself and this stakeholder? How can you frame this difference in terms of your respective roles (i.e. how can you depersonalize the conversation and focus more on roles or system dynamics)?
7. Thinking about power, who is freer to speak? How will you manage this in the conversation?
8. What assumptions do you have about this person or organisation that may or may not be true?
9. What curious or different questions might broaden your perspective about the person and the issue at hand?
10. What might they be feeling today and about this conversation/matter? What else might be occupying their attention right now?
11. Therefore, with this person I want to _____ (express as verb).