

Make Communication Safe

Use this tool to prepare yourself
to help difficult conversations
go right

Before a difficult conversation, use this tool to prepare and reflect on what needs to be communicated and the most effective way to deliver the message so that it can be heard and received properly. Break through your boxes and make your message easier for them to hear and consider.



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WHEN AND WITH WHOM MIGHT YOU USE THIS TOOL?

Use this tool to prepare yourself to help difficult conversations go right.

HOW TO USE IT

Identify a person with whom you need to have a difficult conversation. Prepare for the conversation by responding to these items.

1. Identify what would be helpful for the other person to know and how difficult it might be for them to hear.
2. Identify any boxes you carry that might make it difficult to share this information.
3. Brainstorm what you could do and say to break through your own boxes and make your message easier for them to hear and consider. Implement what you have identified as you have your conversation.

Person

What would be helpful for this person to know? How difficult will it be for them to hear, consider, or accept?

Will it be difficult for me to share? If so, are there any boxes that are making it difficult for me—a must-be-seen-as-likable box, for example?

If so, what can I do and/or say that would make it easier for me to say and for them to hear?

This tool is just one of 50+ situational frameworks and tools available through the Arbinger Institute's robust training programs.

From selecting a new hire to making a key business decision, Arbinger has a tool for any business challenge you face. Get in touch today to learn more about Arbinger's *Outward Leadership*, our leadership development program that changes mindsets and improves organizational performance.

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Meet to Learn

A meeting template to uncover the objectives, needs, and challenges of others

Taking the time to meet with and learn about your coworkers can help you establish stronger working relationships, build trust, and improve communication within your team—all things that are especially valuable as a leader. This can result in a more positive and productive work environment, and ultimately lead to better outcomes for your team and organization.

Arbinger's Meet to Learn tool is designed to help uncover the objectives, needs, and challenges of others. It's a tool for increasing your curiosity that then positions you to be more helpful to those around you. You can use it individually to get to know collaborators, customers, your direct reports, or with groups that your team interacts with regularly.

