

ONE MINDSET GO

Hard Conversations

A calmer framework for talking about sensitive topics without turning them into another fight.

Prepare for the Conversation

Difficult topics are easier to navigate when the goal is understanding rather than winning. Choose a time when neither person is rushing, exhausted, distracted, or highly emotional.

Start with: "Is this a good time to talk about something important?"

1. Start Softly

Try: "I have been feeling _____, and I would really like to talk about it with you."

What I want to talk about:

2. Stay With One Issue

The one issue we are discussing is:

Avoid stacking old arguments onto the current conversation. If another issue matters, write it down and return to it later.

3. Use a Clear Formula

When _____ happens, I feel _____ because _____. What I need is _____.

My version:

4. Listen Before Responding

Before giving your side, summarize what you heard: "What I hear you saying is..." Then ask: "Did I understand you correctly?"

What I heard my partner say:

5. If Things Escalate

"I want to continue this conversation, but I need a short break so I can do it well. Let's come back at _____."

6. Finish With One Next Step

One thing we agree to try is:

A successful hard conversation does not require complete agreement. Sometimes success is simply understanding each other better.