



HANDOUT WEBINAR 9th April 2019: Solution Focused Questions for HR and Day to Day Business

PREPARING FOR DIFFICULT CONVERSATIONS.

This is a set of [Solution Focused](#) questions you can use to quickly prepare for a difficult conversation. You can use these questions to self-coach yourself or for a colleague.

1. What is the most or the **best you** can **hope** for as an **outcome** of this conversation?
2. What is it that you **both** want in relation to this topic? (*Desired Future*)
3. Which attributes do you **appreciate** in this person?
4. In previous difficult meetings with this person, **what had worked** well in the communication between you? (*What Worked – Constructive Past*)
5. What will be some **indications** that your conversation goes well? (*Signs of Progress – Desired Future*)
6. What else can be **useful** in this case?
7. What can you do **now** in order to prepare yourself for this meeting? (*Small Actions – Desired Future*)

The questions above have been adapted by Atom Wave based on the adaptation from Paul Z. Jackson who was based on M.Hjerth's questions.