



# LEADING A HARD CONVERSATION? ASK THESE 4 KEY QUESTIONS.

It can be challenging to lead a tough conversation, and to feel like you're prepared. If you want to have a productive conversation (and we all do!), begin by doing your homework.

**YOUR  
GOAL**

DRAW OUT THE OTHER PERSON'S PERSPECTIVE

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UNDERSTAND THE "WHY"?

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KEEP AN OPEN MIND

To get a head start, use these 4 key questions from *Harvard Business Review* to help guide your conversation:

- 01**

What is most important to you?

**02**

Can you tell me more about that?
- 03**

Can you help me understand your thinking?

**04**

Can you tell me about the assumptions you've made?

**DO YOU STRUGGLE WITH HOW TO LEAD DIFFICULT CONVERSATIONS?**

Contact me for a complimentary consultation today at 714.833.6797  
or check out my website at [www.LeadersExceed.com](http://www.LeadersExceed.com)