

# Preparing for constructive conversations

Use this preparation sheet, along with the tips on the [Constructive Conversations webpage](#), to help gather your thoughts, plan and structure your conversation.

<p><b>What are the reasons for the conversation?</b> (Define what the problem is and what's the purpose of the conversation)</p>	
<p><b>What information do you need to gather beforehand?</b> (Recap of our processes and policies, examples of the person's behaviour, or talking to other people first)</p>	
<p><b>How will you open the conversation?</b> (Write sentences that remind both of you why you're having the conversation)</p>	
<p><b>What are the questions you'd like to ask?</b> (Use open questions and think of the language you'll use)</p>	
<p><b>What's your perspective?</b> (Summarise what you know and what your thoughts are)</p>	
<p><b>What might their perspective be?</b> (What they might say and what their thoughts might be)</p>	
<p><b>How might background differences influence your conversation?</b> (Think of the influence of yours and the other persons age, gender, race, cultural and social background)</p>	

<p><b>How might you respond to their thoughts?</b> (How you might feel and what you can do to find solutions together)</p>	
<p><b>What are the outcomes you'd like to reach?</b> (It can be as simple as seeing things from each other's point of view, or deciding on actions together)</p>	
<p><b>What outcomes you won't accept?</b> (The solutions you believe aren't suitable)</p>	
<p><b>What will you do if emotions start to run high?</b> (What you'd do if they get distressed or angry)</p>	
<p><b>How are you going to close the conversation?</b> (How you'll summarise the discussion and thank the other person for their time)</p>	
<p><b>What support might you and the other person need after the conversation?</b> (Talking to your line manager or another volunteer, assigning a buddy, or finding cover)</p>	
<p><b>What actions will you need to do after the conversation?</b> (Sharing your notes, document the conversation, arrange other conversations, or follow formal processes)</p>	