Difficult Conversations Framework

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| **Facts** | | | **Feelings** | **Identity** |
| What’s my story? | What were my intentions? What was the impact on me? | What did I contribute? | List feelings that underlie my attributions, judgments, and characterizations | How does what happened threaten my identity? |
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| What’s their story? | What were their intentions? What was the impact on them? | What did they contribute? |
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