

TIP SHEET: High Stakes Conversations for IMPACT

1

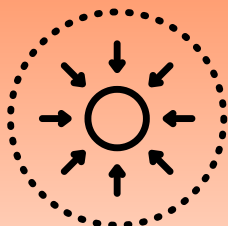
START STEADY



- You bring your mindset and tone to every conversation.
- Check your mood - your energy comes across. Avoid hangry.
- Breathe - a few deep breaths resets and grounds you. Hydrate.
- Open with a statement to focus the conversation. Time/location matter.

2

FACTS FIRST



- What is directly observable? Like a video camera recording - it's neutral.
- Keep examples specific, relevant and objective.
- Strip away assumptions and judgements.

3

MY TAKE



- People make meaning from facts. This may be in your area of expertise.
- Share your interpretation of the facts clearly and respectfully.
- Use "I" language and own your perspective.

4

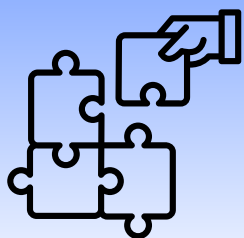
PAUSE TO CONNECT



- Create moment for real dialogue - make it 2-way exchange, not 1-way.
- Ask open questions; listen to tone, body language and notice emotions.
- 40-60% of what lands in high stakes conversation is non-verbal.
- Authentically flex empathy muscles; acknowledge what's happening.

5

WHY IT MATTERS



- Link actions to consequences; explain the impact.
- Share actual results and potential risks if things don't change.
- Making the "Why" clear gives relevance, urgency and motivation to improve.

6

CLOSE WITH CLARITY



- Close by defining a path forward; clarify what should continue, what needs to change and what success looks like.
- Ask for input, confirm alignment; agree on concrete next steps.
- Clarity at the end turns insight into action and commitment.



NOTE: Easy to blend these - master communicators can see them distinctly.