



TOUGH CONVERSATIONS

C.A.S.E. MODEL™



C

Clarify

Fill in the attached worksheet to clarify the issue. Even if you decide not to bring up the issue, you'll learn about yourself! Then decide if you'll have the conversation. If yes, proceed...

PRO TIP

If the timing's off, agree on a better time to talk.

A

Ask Permission

Complete using attached worksheet:

"There's something I haven't been saying because [FEAR]. But I've decided to bring it up because [HOPE]. Do you have 10 minutes now?"

PRO TIP

If they keep interrupting: "I think it will take about a minute for me to get it all out. Would you be willing to just listen and then respond when I'm done?"

If that doesn't work, ask if they would like to be heard first, and THEN switch.

S

Share

Share the issue and request from your worksheet.

PRO TIP

Use 'ownership language'

e.g. "When you did X, I felt Y" "I'd like to see Z happen"

E

Enquire

This is a chance to really listen and get their perspective.

e.g. "Thank you for hearing me out. I'd love to hear anything you have to say. What are your thoughts and feelings on this? Perhaps you have some better ideas?"

More Resources

 [Free weekly zoom call](#) to role-play your tough conversations.

 Join the [Tough Conversations Podcast](#)

 10 Minute [Life Assessment](#)

 Mastering [Tough Conversations at Work](#)

 Mastering [Tough Conversations in Life](#)



TOUGH CONVERSATIONS

CLARIFICATION WORKSHEET



Use this worksheet to clarify & prepare for your tough conversation.

STEP 1

Name a person you'd like to have a better relationship with. Perhaps you'd like to change someone's behavior, ask for something, clear the air, or even confess.

e.g. Boss, co-worker, direct report, customer, spouse, child, parent, friend.

STEP 2

What is your HOPE or intention in having this conversation? (One that appeals to them too).

e.g. "I want to clear the air between us, and I'm hoping we'll have a better working relationship"

"I hoping this will have me enjoy my job more"

STEP 3

What's one FEAR or concern you have around this conversation? What could go wrong?

e.g. "I'm worried you might think I'm an idiot or too much or too sensitive"

"I'm a bit concerned you might get defensive or offended and not really hear me out"

I'm willing to accept this possible consequence:

STEP 4

What is the core truth you want to express?

PRO TIP

Working with a coach can help you get to the core of this, & ensure you are taking responsibility instead of blaming.

What is a request you have that could make a difference?

Core Truth: _____

Request: _____

STEP 5

If you step into their shoes, what might this look like from their side?

PRO TIP

Get curious!

STEP 6

Decide if you'll bring up the issue proactively (usually recommended), wait until the opportunity presents itself, or not address the issue with the person.