

# CREATE CHANGE

## Three Skills Exercise

The three skills exercise outlined below will help you perform the necessary steps to prepare before initiating a difficult conversation. These steps will help you to, 1) know what is happening or not happening that is causing the problem, 2) understand how this is contributing to the organization, and you will clearly know what results should be able to be achieved if the behavior is corrected, and finally, 3) help you maintain focus and set the structure for a performance conversation. Complete the steps below.

Step 1. Define the situation you would like to address. What is happening or not happening?

IS happening that should not be happening.

IS NOT happening that should be happening.

Step 2. If the problem above was corrected, how would that affect the business outcome? (Think productivity, patient safety, job satisfaction, engagement, quality, revenue, leadership effectiveness, branding, mission, vision, values, etc.)

The improvement affects the organization in these ways:

Step 3. Now, set your intention. (refer back to #2)

My intention for this conversation is to:



### Key Takeaway

It's hard to initiate a difficult conversation. Careful planning and attention to what the end goal is will help provide new insight into the best way to approach the task.

