

Game Changing Conversation

Name	Name the Issue
Provide	Provide a Specific Example
Describe	Describe Your Emotions
Clarify	Clarify What's At Stake
Identify	Identify MY Contribution to the Problem
Indicate	Indicate YOUR Wish to Resolve It
Invite	Invite a Response





Reframe difficult conversations to

Game Changing Conversations

- Takes the fire out of the room.
- Use with clients, staff, referral partners.
- Write out the 7 steps and say the answers out loud - prepare for a great conversation.
- Creates a win win - on both sides.

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