

MSWAP- October 2022
Mastering the Art of Difficult Conversations
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What constitutes a difficult conversation? How do we individually define “difficult”? Why are things difficult?

The Who, What, Where, When, and How of Difficult Conversations:

1. Who is involved and what is the role you play? And... why does this matter?

2. What is the topic, subject or objective that everyone is attempting to achieve? Are the objectives different for the parties involved?

3. Where is the conversation taking place? Why does this matter?

4. When is the conversation taking place? Unplanned/ coordinated/ impromptu? Why does this matter?

5. How is the conversation taking place? Consider body language, pauses, communication styles, past conversations... These are the logistics we may not always consider.

Now Lets Map out a Difficult conversation 



