

CLEAR CONVERSATIONS FRAMEWORK



1

CONTEXT

Start by setting the stage. What is the purpose of the conversation? What do you hope to achieve?

2

LISTEN

Create space for the other person to share. Practice active listening without interrupting or planning your rebuttal.

3

EMPATHIZE

Acknowledge their experience or perspective, even if you disagree. This doesn't mean you're conceding; it means you're connecting.

4

ASSERT

Clearly and respectfully state your own needs, boundaries, or perspective. Don't minimize or water it down.

5

RESOLVE

Collaboratively explore what comes next. What does resolution look like? What commitments can each of you make?