



NAVIGATING CHALLENGING CONVERSATIONS



START WITH FACTS

Start with the **FACTS** (the Story) behind what's happened – bullet point, short & sweet. No blame or shame - just the facts!

Then move to how each person/party has been **IMPACTED** – this dives below the surface to get at the emotions they experience about the **FACTS**.

DISCUSS IMPACT



IDENTIFY IMPORTANCE

Shift to what's **IMPORTANT** to each of the parties (including you) for how to move forward beyond the conflict generated by the facts of what's happened. This taps into what each party **VALUES**.

Given what's happened (the **FACTS**), how each party has been **IMPACTED**, and what's **IMPORTANT** to each of them moving forward (including you), concentrate on solutions that are **FUTURE-FOCUSED**, where both (or all parties) **BOTH-GAIN** something from the solution.

FOCUS ON SOLUTIONS



Communication Tip: Before jumping into any difficult conversation, ask yourself:

- **WHAT STORY AM I TELLING MYSELF ABOUT THE FACTS?**
- **WHAT CAN I LEARN AND GAIN BY HEARING SOMEONE ELSE'S PERSPECTIVE OF THE SAME FACTS?**
- **WHAT DO EACH OF US KNOW THAT THE OTHER PERSON MIGHT NOT KNOW?**

This simple pause activates the awareness behind the F.I.I.F. framework. When you first recognize your own thoughts and how they've shaped your emotional state (**Fact → Impact → Important → Future**), you interrupt reactive patterns and create space for intentional, values-driven dialogue.

Quick Daily Practice:

- **Label the Fact** (what actually happened).
- **Notice your Impact** (how you feel).
- **Clarify what's Important** (what you want to preserve or achieve).
- Then—and only then—focus on a **Future-focused solution** that uplifts both sides.



WHEN YOU LEAD WITH INTERNAL AWARENESS, YOU LEAD OTHERS WITH CLARITY.