

PLANNING FOR DIFFICULT INTERACTIONS

A. PREPARING

What is the interaction you are facing?		
Who is involved?	What is at stake?	
What is the best case scenario?	What is the worst case scenario?	What is the most likely outcome?

List difficulties that you anticipate:

With respect to yourself (e.g., resentment, anxiety, knee jerk reactions etc.):	With respect to the other people involved (e.g., personality, need to save face etc.):	With respect to the circumstances (e.g., outside pressures, time limit etc.):
What can you do about it?	What can you do about it?	What can you do about it?

B: KNOWING WHAT YOU WANT

List your goals (be honest with yourself!):

		How important is this goal for you? (1-10)	How likely can you accomplish this goal? (1-10)
A			
B			
C			
D			
E			

C: CHOOSING ACTIONS THAT MAKE SENSE

The letters to the right correspond to the goals you have identified previously. Mark “+” if your plan helps you reach a given goal. Mark “-“ if the action you think about taking may take you away from your goal. Mark “?” if you are uncertain. Brain storm and list anything you feel compelled to do. Often we need to do more than one thing to reach our goals and need back-up plans. This exercise also helps us identify which of our actions can move us away from some of our objectives while moving us closer to other objectives.

No.	Possible course of action	A	B	C	D	E
1.						
2.						
3.						
4.						
5.						

D: IF NECESSARY, SCRIPT IT AHEAD:

O	Be clear about your OBJECTIVES. Be willing to state them. Be aware of any incompatibilities between the objectives that you want to reach.	
P	Describe the PLAN that you have to reach these objectives.	
E	EXPLAIN why your objectives make sense and how the plan that you propose will help with achieving such objectives.	
N	NEGOTIATE. Ask the other person about their objectives and plans. As you do that, you are reviewing and reprioritizing objectives in your head.	