

THINK . DO .

CREATING

POSITIVE

HABITS

WORKSHEET

FEARLESS

CONVERSATIONS

What crucial conversation will I have?

01

What aspects of the Trust Equation do I need to pay attention to?

02

How does your understanding of the Skill vs. Will matrix influence your conversation?

03

What needs to change culturally to achieve more high-trust conversations at Sony Music?
How can I start to influence this?

04

SPRINTS .



THINK .

DO .

PERSONAL PLANNING TOOL
FOR A CONVERSATION
THAT COUNTS

SPRINTS .



SONY MUSIC

PERSONAL PLANNING TOOL FOR A CONVERSATION THAT COUNTS

PREPARE

CONTEXT

– My challenge is

– The type of conversation I need to have is
 positive constructive

– Information I need to support this conversation

– The facts and gaps in my knowledge about my challenge

PURPOSE

– The tangible outcome I want to see or experience is

– The relationship outcome I want to experience is

FEELINGS/IMPACT

– How do I feel about this conversation?

– How have I contributed to this?

THE OTHER PERSON

– What are their motivations, feelings, behaviors and mindset?

MY APPROACH

– What is my mindset?

– How will I manage the emotions of others and myself?

– Where will I need to be flexible?

INITIATE

Have I considered...?

– Environment? Where?

– Timing? When?

– Will it involve other people?

– Evidence?

– Further support for others and myself?

– Will further conversations be needed?

– The effective opening phrases I will use are

DEEPEN (DURING THE CONVERSATION)

Identify the specific challenge plus data and examples

– "I would like to talk about"

– Describe the impact it is having on their ability (and others) to be successful

Engage to fully understand their perspective and explain yours

– "I want to understand your thoughts and feelings about"

– Make notes here of what they say

Agree actions together on how you can move forward

– What has been agreed?

– By whom?

– By when?

– How do I think the discussion went?

– What went well?

– What would I do differently next time?

REFLECT (AFTER THE CONVERSATION)