



FROM AVOIDANCE TO PERFORMANCE

The Courageous Conversation Canvas

A practical guide to turning difficult conversations into GROW conversations

"Difficult conversations are the place where learning happens.

Ask yourself, do I want to be comfortable, or do I want to be transformational and impactful?"

— Tiffany Gaskell, CEO, Performance Consultants

RESET YOUR MINDSET — BEFORE YOU BEGIN, ASK YOURSELF

- ☺ What culture do I want to create?
- ✚ What potential am I trying to draw out?
- 💬 Am I ready to understand before being understood?
- 🛡 Am I creating psychological safety?
- 🎯 What outcome would success look like for both of us?

Fear is normal. Courage is having the conversation anyway.

THE COURAGEOUS CONVERSATION — FIVE STEPS

- 1 Share Your Observation "I'd like to share something I noticed."
"What was your experience?"
- 2 Stay Curious "What did you notice?"
"What impact did that have?"
- 3 Explore Perspective "What's happening for you?"
"What are you feeling?"
- 4 Reimagine Success "If things felt different next time..."
"What would you do differently?"
- 5 Co-design Next Steps "What would you like to commit to?"
"How can I support you?"

40+
Years creating
coaching cultures
100s
Global organizations
impacted

Instead of... Try...

- | | |
|-------------|-------------|
| ✗ Fixing | ✓ Asking |
| ✗ Directing | ✓ Listening |
| ✗ Solving | ✓ Coaching |
| ✗ Judging | ✓ Exploring |

FIVE QUESTIONS THAT CHANGE EVERYTHING

- » "What was your experience?"
- » "What impact did you notice?"
- » "What's important to you here?"
- » "What could be different next time?"
- » "What will you take forward?"

LEADER COACHES

- ✓ Create psychological safety
- ✓ Listen before they solve
- ✓ Stay present
- ✓ Believe people are resourceful
- ✓ Focus on future possibility
- ✓ Help others discover their own answers

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