



MOSAIC MEDIATION

## THE WORKBOOK

# *5 Steps to* **CLARITY IN 'ESSENTIAL CONVERSATIONS'**



**Emma Jenkins**  
**Mediator and Conflict Coach**

# *Why go through the 5 steps?*

**MANY PEOPLE EITHER AVOID TRICKY TOPICS,  
OR RUSH INTO 'ESSENTIAL CONVERSATIONS'  
WITHOUT TAKING TIME TO PREPARE FOR A  
PRODUCTIVE CONVERSATION.**

**USING THIS REFLECTIVE WORKBOOK  
PROVIDES THE OPPORTUNITY TO ENSURE  
YOU GO INTO A DIFFICULT CONVERSATION  
WITH CLARITY, CONFIDENCE AND A POSITIVE  
OUTCOME.**

**How to use this workbook:**

**Consider a difficult conversation (that you know  
you need to have but feel unsure of how to  
approach it) and work through the prompt  
questions for each step.**

Emma Jenkins is an experienced mediator and conflict coach - specialising in workplace & employment and small business mediation. She is also a qualified DISC Practitioner and Communication Skills Trainer.

Since 2016, Emma has facilitated conversations for a wide variety of organisations; enabling individuals to find the clarity, confidence and perspective required to effectively have 'essential conversations'.



## *5 Steps to* **CLARITY IN 'ESSENTIAL CONVERSATIONS'**

### **1. What do you think and feel about the topic of the conversation?**

- **What assumptions have you made already?**
- **Do you have any strong/negative feelings towards the issue or person?**
- **How might your perception of the issue, event or person be influenced by other factors?**



### **2. What outcome do you want to achieve from having the conversation?**

- **How would you like to come across?**
  - **What do you hope the other person will hear from you?**
  - **What action, understanding or change would you like to happen after?**
- Why is that important to you? Are your expectations realistic?**



**Essential  
conversation tip:  
Silence is a powerful  
tool! It can help de-  
escalate, a chance to  
reflect, and  
encourages  
productive  
discussion.**

*5 Steps to*  
**CLARITY IN  
'ESSENTIAL  
CONVERSATIONS'**

**3. What is your history with the person, organisation or issue involved in the conversation?**

- Have you noticed any previously 'unhelpful' communication patterns?
- What can be done differently to avoid repeating unhelpful communication patterns?
- How might your history influence you or the other person during the conversation?
- Has there been any delay in having this conversation?

**4. What might distract you from having clarity during the conversation?**

- Think about the appropriate timing and context.  
Who is around? When and where would it be helpful to hold the conversation?
- Are there any behaviours, communication styles or 'hot button' words that might distract you?

**Essential  
Conversation tip:  
FOCUS on the main  
issue.**

**Try not to get  
distracted, or bring  
up other issues,  
unless absolutely  
relevant.**

*5 Steps to*  
**CLARITY IN  
'ESSENTIAL  
CONVERSATIONS'**

**5. What might distract the other person from receiving or understanding what you want to say?**

- Is there anything they might like to say or ask first, so they have the capacity to listen to you? Are you prepared to listen with curiosity?
- Are your facial expressions, body language, or tone of voice conducive to them listening to you? What could be a 'hot button' for them?
- How might they communicate and think differently to you?
- What are they expecting from you or the conversation?

**Post-Conversation Reflection Questions:**

- 1) WHAT IS WORKING?
- 2) WHAT IS NOT WORKING?
- 3) WHAT CAN I TAKE FORWARD FOR NEXT TIME?

**Essential  
conversation tip:**  
**CLARIFY** your point  
and give people **THE  
BENEFIT OF THE  
DOUBT** as much as  
possible.

**You have completed the 5 Steps to Clarity  
in 'Essential Conversations'.**

**Now, it is time to have the conversation  
with confidence and clarity!**