



## CHALLENGING SCENARIO WORKSHEET

November 2018

When thinking about your daily work, is there a challenging communication scenario that you are dealing with that is new and/or keeps re-occurring? Have you tried different strategies without forward movement? Or have you experienced taking a few steps forward and within the next month or so, taking a few steps backward? This worksheet offers strategic questions to help you fully identify your challenging scenario, major components that comprise that scenario and guiding questions to help dig into ways to address your challenge. Advocacy & Communication Solutions, LLC has found that this framework helps participants take an intentional and field-tested approach to tackling a challenging scenario and/or finally overcoming that nagging issue that has been around for months or even years.

1. **What is the topic area involved in the challenge?**

2. **Which key audiences are involved?**

3. **What is the specific challenge? Are there sub-challenges?**

4. **How have you attempted to resolve the challenge and/or sub challenges?**

5. **What do you think is needed to resolve the challenge and/or sub challenge?**

6. **Exercise:** pair off with another Fellow to discuss your scenario, share challenging components, suggested solutions, and how the discussion changes your answers to the above referenced questions

7. **Report out:** based on your discussion exercise, provide an overview of the answers to your questions, allow for group feedback

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## WORKSHEET: MANAGING YOUR CHALLENGING COMMUNICATION SCENARIO

As you work through the Leadership Academy agenda, you'll be asked to go back and think about your challenging scenario, making revisions and adaptations based on learnings. Use this worksheet to adapt and evolve your approach.

**Realities of Personalities** How does your personality type impact your scenario? Does anything change as a result?

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**Managing Up, Down and Sideways** How can you apply management techniques to your scenario?

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**Internal Communication** Based on the Pros and Cons of various types of communication, how will you adapt your communication style, specifically in relation to your scenario.

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**Developing Effective Messages** How will you integrate effective messages into your scenario?

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**Strategic Communication** How will you integrate what you learned about strategic communication into your scenario?

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**Storytelling** How can you integrate a personal story into your scenario?

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**Equity, Equality and Bias** Does this discussion change any element of—or your approach to—your scenario?

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**Handling Difficult Conversations** How can framing and pivoting help you improve communication within your scenario?

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