

## CLEAN/N Worksheet

*Prior to the conversation, complete as much of this form as you can. It will help you to think through your conversation and it might even change how you feel and think about the situation. Fill in this form as if you are writing a script. That means you will write it just as you might say it to the other person. You would never actually use the script in a conversation, but it takes less energy to recall something than to construct an idea or sentence. When you are dealing with a conflict, energy resources for thinking are reduced so having written out your ideas in advance will make it easier to respond effectively in the conflict conversation.*

1. How will I ask permission to have the conversation about the conflict?

### **Tools for creating safety:**

*Which tools will I use?*

How will I show I care?

If appropriate, how will I apologize?

What might be our shared purpose?

What contrast statements might I use?

- 1.
- 2.
- 3.

2. What are my facts?

3. What do the facts mean to me? What conclusions am I drawing?

4. How will I ask for their perspective or meaning?

*Reminder: Make your ask simple and be careful to avoid problem-solving here.*

5. How will I neutralize emotions?

*Which tools will I use?*

How will I show I care?

If appropriate, how will I apologize?

What might be our shared purpose?

What contrast statements might I use?

1.

2.

3.

How might I use CARE to listen? (Clarity, Assuring, Rephrasing and Encouraging).

Next Steps:

What next steps might I propose?

*Note: Be careful to be open to other ideas that might surface later when you have the conversation.*