

**The Art of Having Difficult Conversations
Observation Worksheet - Side A**

While playing the observer role, take notes on both sides of this worksheet. Be sure to use only observation statements that do not include judgements or interpretations.

<p>Actions (Body language, posture, etc.)</p>	<p>Words (What does the “counselor” say? not say? etc.)</p>
<p>Tone/Energy (What does it feel like?)</p>	<p>What else do you notice?</p>

**The Art of Having Difficult Conversations
Observation Worksheet - Side B**

Look at your *Making Menschen: A Periodic Table*. Write down any characteristic you see demonstrated by the “counselor” along with what specifically they said or did that demonstrates that characteristic.

Characteristic	Evidence