



LOOKING BACK:

Redirecting Toxic Conversations

Use this form to look at a conversation where you either did or did not redirect a toxic conversation.

Briefly describe the conversation you experienced.

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How quickly did you recognize that this was a conversation you needed to redirect?

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What did you do to redirect the conversation (interrupt, name it, divert it, or some other method)?

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Were you satisfied with the outcome of the conversation?

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Is there anything you should do differently to be more effective next time you encounter a difficult conversation?

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