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.

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

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

Were you satisfied with the outcome of the conversation?

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