Conversation rehearsal cards

Give each person only their own role notes. Pause at the first commitment and compare what each person heard.

Worked example

Service team: the delivery missed its window. The depot has no new arrival time yet. Customer: your crew can switch tasks if you know before the next break. Observer: listen for the first promise and who controls it.

Work through it

Role A · person taking the call
Record confirmed facts, limits and the next update you can own.

Role B · customer
What decision is waiting? Which constraint will you reveal during the call?

Observer notes
Write the exact promise and what the customer understood it to mean.

Replay
Change one constraint. Which question or commitment will you try this time?

Try it with a colleague

Set aside four minutes with a colleague. Make one promise you can keep, then ask them to repeat what they expect. Use the difference to shape the second attempt.

Conversation rehearsal cards

Type in the boxes or print this page. Use a de-identified example.

Role A · person taking the call

Record confirmed facts, limits and the next update you can own.

Role B · customer

What decision is waiting? Which constraint will you reveal during the call?

Observer notes

Write the exact promise and what the customer understood it to mean.

Replay

Change one constraint. Which question or commitment will you try this time?