

TOOLKIT · VERSION 1

Communication Scripts

Words ready when you need them — for hard, kind, and clarifying conversations.

How to use this toolkit

Skim once, then choose one practice to try this week. Toolkits are living documents — mark them up, share them with your team, and revisit as your needs evolve.

Overview

When the nervous system is loaded, the language part of the brain is the first thing to go. Prepared scripts give future-you something to lean on.

Why it matters

Scripts are not performative — they're a cognitive accommodation. Athletes rehearse. Pilots use checklists. So can the rest of us.

Research summary

Implementation intentions ("if X, then I'll say Y") significantly improve follow-through across studies (Gollwitzer & Sheeran, 2006). Pre-written scripts reduce cognitive load and increase reported confidence.

Practical strategies

Conversation openers

- "I want to share something — can I have ten minutes?"
- "I noticed [observation]. What's your read?"
- "Before we problem-solve, can I just describe what's happening?"

Repair

- "When I said X, I missed Y. I'm sorry. Here's what I meant."
- "I need to redo that conversation. Are you up for a do-over?"

Boundaries

- "That doesn't work for me. Here's what could."
- "I'll get back to you tomorrow rather than answer now."

Ready-to-use scripts & worksheets

Asking for a moment

"I need a few minutes to think. I'm not avoiding you. I'll be back at [time] with a clear answer."

Recommended lessons & next steps

- Toolkit topics: Self-Advocacy, Workplace Strategies — /toolbox
- AI Companion (custom script generator) — /companion

Selected references & further reading

- Gollwitzer PM, Sheeran P. *Implementation intentions and goal achievement*. *Adv Exp Soc Psychol*. 2006.
- Rosenberg MB. *Nonviolent Communication*. PuddleDancer Press, 2015.

Ask the AI Companion

Visit understandingneurodiversity.org/companion to ask follow-up questions about **Communication Scripts**. The Companion will recommend lessons, conditions, and research tailored to your role.