

# PRACTICE WORKSHEET

1

## WHAT IS THE ISSUE?

Exactly what is going on?

-OR-

1

## WHAT'S MY MAIN POINT?

Am I being objective? Who is involved? Is this sensitive?

2

## WHAT IS THE IMPACT?

Who and what are being affected and to what extent?

-OR-

2

## SUGGESTION OR NON-NEGOTIABLE?

Where can I be flexible? Am I directing or discussing?

3

## WHAT IS THE IDEAL OUTCOME?

What is the best joint resolution? Can we come up with a solution where both buy in and feel valued?

**CRAFT A GENTLE LEAD-IN TO THIS CONVERSATION**

# *Gentle Lead-Ins*

Talk to me about how \_\_\_\_\_ is going.

Is there anything going on that's preventing you from \_\_\_\_\_?

Doing \_\_\_\_\_ doesn't seem like your usual self.

My goal is to coach you to your greatest potential. Lately I've noticed a behavior that isn't working in your favor.

I have something I'd like to discuss with you that I think will help us work together more effectively.

I'd like to talk about \_\_\_\_\_ with you, but first I'd like to get your point of view.

I need your help with what just happened. Do you have a few minutes to talk?

I think we have different perceptions about \_\_\_\_\_. I'd like to hear your thinking on this.

I'd like to talk about \_\_\_\_\_ I think we may have different ideas about how to \_\_\_\_\_.

"What I like about this is \_\_\_\_\_. What would make me like it even better is \_\_\_\_\_."

*Others?*