



Discussion with: _____ Date: _____

Topic/Issue to discuss: _____

Key Principles *(to meet personal needs)*

- Esteem**
 - Be specific and sincere
- Empathy**
 - Describe facts and feelings
- Involvement**
 - Unleash ideas with questions
- Share**
 - Disclose feelings and insights to build trust
- Support**
 - Specify the level of support you'll provide

MY APPROACH

What are my objectives for this discussion?

How will I know I've accomplished these objectives?

What personal needs of the person/team do I need to consider?

Interaction Guidelines *(to meet practical needs)*

Time

- 1. OPEN**
 - Describe purpose of discussion
 - Identify importance
- Make procedural suggestions
- Check for understanding

- 2. CLARIFY**
 - Seek and share information about the situation
 - Seek issues and concerns
- Make procedural suggestions
- Check for understanding

3. DEVELOP

- Seek and discuss ideas
- Explore needed resources/support

- Make procedural suggestions
- Check for understanding

4. AGREE

- Specify actions, including contingency plans
- Confirm how to track progress and measure results

- Make procedural suggestions
- Check for understanding

5. CLOSE

- Highlight important features of plan
- Confirm confidence and commitment

- Make procedural suggestions
- Check for understanding

Post-Discussion Notes

- What did I say or do to use the skills effectively?

- What could I say or do to use the skills more effectively next time?