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| 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 | |
|  | | | | | | |

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| **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 |
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| 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? |

