I STATEMENTS

○ DESCRIBE FEELINGS
  ● Keep in mind feeling vs interpretation

○ BEHAVIORAL DESCRIPTION
  ● Remain objective by using facts.
  ● Only describe. Do not interpret.

○ ADD INTERPRETATION
  ● What is your perception?

○ EXPLAIN INTENTION
  ● What do you want to be different?

○ DESCRIBE CONSEQUENCES
  ● What are the benefits of change?
  ● What are the drawbacks to not changing?

CONVERSATION STARTERS

○ 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 need your help with something. Can we talk about it (soon)? If the person says, “Sure, let me get back to you,” follow up with them.
○ 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 __________________________.
○ I’d like to see if we might reach a better understanding about __________________________. I really want to hear your feelings about this and share my perspective as well.

Write a possible opening for your conversation here:

Resource: http://www.judyringer.com/resources/articles/we-have-to-talk-a-stepbystep-checklist-for-difficult-conversations.php