

Participant Preparation

Reflective Questions for an Intentional Dialogue

What would help make this dialogue successful?

How do you want to show up in this dialogue?

How does this dialogue fit in the bigger picture of your life / work?

Preparation Aid

The discussion will touch on these four points below (1-2-3-4). In order to help reach your objectives, here are some prompts to help describe the issue and the way forward from your point of view:

(1) Observations

What was the context?

What specific actions & behaviors are bothersome?

What caused the issue? What was concerning?

Tip : Be as clear and specific as possible

(2) Impact

What were the direct consequences (on yourself, the work, the environment)?

What emotions & values were affected?

How does this change things?

Tip : Try to stay descriptive and not evaluative

(3) Needs

What are your needs in this situation?

What is most concerning to you at this stage?

What are you trying to achieve?

Tip : Check out the Inventory of Needs

(4) Request

What are you hoping for?

What does success look like?

What would a win-win outcome look like?

Tip : Keep it constructive and focused on what is within the other person's control

Mutual Agreement on Solutions

Be prepared to determine mutually agreed upon commitments and action items. You can determine together their timeline and follow-up. Drafting the agreement in writing on site is important to secure common understanding and prevent future conflicts.

Participant Preparation

Needs Inventory

In any difficult situation, there is an underlying need that is not being met. When there is frustration or conflict about an issue that seems straightforward, it's often related to a deeper need, a core requirement, a fundamental principle or personal values. The iceberg metaphor demonstrates the difference between **what we want** (a preference or a strategy to meet a deeper need) and **what we need** (a core requirement that is essential).



WANT : Above the water is what is visible & tangible. Our requests often stay at “surface-level positions” by pointing to an action or object that we want or desire. But this only represents the tip of the iceberg and doesn’t address the deeper dynamic. Keeping problem-solving at the level of what is visible can limit the potential for solutions.

NEED : Beneath the waterline is hidden, but is often much larger and significant than the visible tip of the iceberg. Unspoken concerns around identity, values, norms and ideals are at the very root of why we find something problematic. **Needs** reveal the **WHY** behind our actions and provide the path to **HOW** we can resolve the situation in a durable way.

Psychological		Communication		Relational	
Belonging	Respect	Authenticity	Honesty	Acceptance	Courtesy
Choice	Safety	Clarity	Inclusion	Alignment	Dependability
Dignity	Stability	Consistency	Listening	Collaboration	Feel Understood
Fairness	Support	Dialogue	Transparency	Compassion	Reciprocity
Integrity	Trust	Feedback	Understanding	Consideration	Reliability
Recognition	Value	Feel Heard	Voice / Expression	Cooperation	Trustworthiness
Growth & Development		Well-being		Workplace & Process	
Challenge	Learning	Autonomy	Grace	Access	Purpose
Competence	Mastery	Balance	Health	Agency	Resources
Creativity	Mentorship	Compassion	Meaning	Balance	Role-clarity
Feedback	Opportunity	Ease	Peace	Efficiency	Space
Guidance	Progress	Energy	Rest	Order	Stability
Independence	Purpose	Flexibility	Time	Predictability	Structure

Discovering the deeper need with the Why-Why-Why Method

I want to be consulted every time you make a decision.

Because I want to contribute and do my part. ↻ **Why is it important?**

Because I need to feel included. ↻ **Why is it important?**

Now that we know the **real root** of the issue, we can begin looking at creative alternatives to support you feeling more included.