

Discussion Steps

(1) Observations What was the context? What specific actions & behaviors are bothersome? What caused the issue? What was concerning? Tip : Be as clear and precise as possible	(2) Impact What were the direct consequences (on yourself, the work, the environment, on emotions)? 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 list 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