

Mature communication

Preparation

What's the issue for you, is this an isolated incident or a pattern?

Reflect on yourself: what part is yours?

Decide: will you have the conversation: light, honest, or direct?

What's your goal in this conversation?

The conversation

Step 1 Specific behavior

Observation and facts



I see... (describe the observation)
I hear... (state the facts)

Step 2 Impact

Explain how the observation affects your perspective, your/someones responsibility or the organization.



This makes me think...
and feel...
and respond by...

Step 3 Create space for the other person

Invite a response



How is this for you?
Do you recognize this?

Step 4 What's next?

Share what you want to do with this

I want to share my concern
I want you to know where I stand
I think it's important to share what does and doesn't work for me
I'd like to explore an agreement together