



<u>What is the issue?</u> I say: He/she/they say:	<u>What is my level of trust?</u> Clarify Expectations Hi Med Lo Share Information Hi Med Lo Allow Influence Hi Med Lo Reduce Controls Hi Med Lo Meet Expectations Hi Med Lo How can I increase my trust?	<u>His/her/their trust me?</u> Clarify Expectations Hi Med Lo Share Information Hi Med Lo Allow Influence Hi Med Lo Reduce Controls Hi Med Lo Meet Expectations Hi Med Lo How can I increase their trust?
<u>What is the desired outcome?</u>	<u>THE Question: What did I do to contribute to this issue/situation?</u>	<u>What is my intent? Is it helpful?</u> <ul style="list-style-type: none"> • Prove I am right • Make this talk as short as possible • To take responsibility • To get you to take responsibility • To fix something (maybe you) • Other:
<u>What is unarguable vs my story?</u>	<u>What's working which we can build upon?</u>	<u>Who has decision rights?</u> Voice: Vote: Veto: Do we agree?
<u>What happens if I/we do nothing?</u>	<u>What must I ask/do to ensure I understand his/her/their point of view?</u>	<u>How will I begin the conversation?</u>