

CONVERSATION MODEL

Use this model to prepare for effective conversations that maintain respectful relationships.

	What You Might Say...	Your Reason for Saying It...
1	<i>Is now a good time to talk?</i>	Demonstrate respect by asking for permission.
2	<i>Thanks for taking the time to speak with me right now.</i>	Express respect and appreciation for the person.
3	<i>My purpose in talking with you is to ensure that we...</i>	Identify a mutual purpose or goal related to the conversation. (Examples could include good customer service, improved safety, timeliness, productive teamwork, etc.)
4a	<i>When we were [specific situation] and you [the person's behavior or performance]...</i>	Describe the specific situation and the person's specific behavior or performance issue you are speaking about. DO NOT JUDGE the behavior. Simply state what the person did.
4b	<i>...I observed [describe impact on co-worker, workplace, or customer/stakeholder].</i> <i>OR</i> <i>...I felt that [describe the impact on you].</i>	Describe the impact the behavior or performance had on workplace objectives, customers or stakeholders, co-workers, or you.
5	<i>Can you tell me more about how you understood what happened? I might not be seeing everything.</i> <i>OR</i> <i>What was your perspective on what happened?</i>	Be curious. Use inquiry (asking questions). Suspend assumptions. Listen with an open mind to learn more.
6	<i>I imagine that you might have thought that [a rational perspective the person might have had].</i>	Give the benefit of the doubt and attribute positive intent. Show empathy by expressing that you could appreciate why the person might have done what he/she did.
7	<i>I need for you to [state the expected behavior].</i> <i>OR</i> <i>It would be helpful next time if you would [state the behavior you would appreciate].</i>	Advocate for what you need. State the expectation.
8	<i>Doing this will help us/you to [restate the mutual purpose or goal].</i>	Clarify the mutual goal. Confirm that you both share some common ground.
9	<i>What do you need from me to help make this easier?</i> <i>OR</i> <i>Is there any way I can help?</i>	Demonstrate teamwork. Show you are willing to assist if needed.
10	<i>I appreciate your time. Thank you for speaking with me.</i>	Affirm the relationship. Express appreciation (and respect).

Adapted by Craig Maile from UW Medicine, Organization Development & Training. Used with permission.

Additional Statements/Questions

- I want to see you succeed.
- What are your takeaways from our conversation?
- Do you see any roadblocks?
- I feel confident you can do this!
- I know this was a challenging conversation.

Thank you for your attention.



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