

COMMUNICATING AT YOUR BEST

STRATEGY	CONSIDERATIONS	ACTION
START WITH APPRECIATION	<p>Assume good intent to set the tone for a positive dialogue.</p> <p>What can you appreciate about the person or the situation?</p>	
LOOK FOR THE SHARED INTEREST	<p>How does the challenge relate to the overall goals?</p> <p>What is the shared interest? Reflect on what you both want.</p>	
STAY RESPECTFUL AND PROFESSIONAL	<p>If emotions run high, take action to maintain or regain perspective.</p> <p>What support do you need to stay calm, confident, and in the conversation?</p>	
END WITH CLEAR EXPECTATIONS AND ACTIONS	<p>How can you ensure you and others have the same understanding?</p> <p>Be clear on the actions related to who will do what, by when, and the plan for follow up.</p>	

