

DISCUSSION PLANNER

Discussion with: _____ Date: _____

Topic/Issue to discuss: _____

PERSONAL NEEDS

- ☐ Esteem
 - Be specific and sincere
- ☐ Empathy
 - Describe facts and feelings
- ☐ Involvement
 - Unleash ideas with questions
- ☐ Share
 - Disclose thoughts and insights to build trust
- ☐ Support
 - Specify the level of support you'll provide

MY APPROACH

What are my objectives for this discussion?

How will I know whether I've accomplished these objectives?

What personal needs of the person/team do I need to consider?

INTERACTION GUIDELINES

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1. OPEN

Describe purpose of discussion
Identify importance

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2. CLARIFY & DEVELOP

Seek and share information about the situation
Identify issues and concerns; seek and explore ideas



3. AGREE & CLOSE

Specify actions, including contingency plans

Confirm how to measure progress

What did I say or do to use the skills effectively?

What could I say or do to use the skills more effectively next time?