

Think! Before You Speak Worksheet

The purpose of this worksheet is to help you better understand your feelings and needs before approaching a team member with an issue or problem for resolution. Remember the words you use to communicate are like toothpaste in a tube...once it's out, you cannot put it back.

- 1 Are you committed enough to this relationship that you are willing to do something about the situation?
YES/NO

- 2 What happened? (Be specific)
 - a. Who _____
 - b. What _____
 - c. When _____
 - d. Where _____

- 3 What's the STORY you created about WHAT happened and what team promise is this related to? _____

- 4 Is it possible that this is just my STORY? Yes No

- 5 What's an alternate positive STORY you can create about WHAT HAPPENED and the person/people involved? _____

- 6 What outcome are you looking for in this situation?

Use the E N R O L L format to communicate and resolve the issue

- E **Establish** and maintain eye contact during communication.
- N **Never** transfer blame...take responsibility for how you feel.
- R Know what **Resolution** you want/need.
- O **Only** the facts about what happened.
 Focus on improving the relationship.
- L **Listen** with the intent to understand.
- L **Learn** something from the experience and about each other.

