

SPEAK

SEEK



SEEK permission to have the conversation now. Is this a good time for both of you? Does it need to be deferred?

STEP
01



PRESENT

PRESENT information - take time to organize your thoughts. Share your idea, concern, issue or suggestion

STEP
02



EXPLORE

EXPLORE solutions together by asking open-ended questions. "How" and "What" are good starters.

STEP
03



ACKNOWLEDGE

Acknowledge what you hear which requires listening well. Reflect back and empathize.

STEP
04



KEEP FOCUSED

KEEP focused on the present, not past history. Don't dredge history. Deal with today and this conversation.

STEP
05

For more information, visit our website!
www.debdearmond.com