Having the conversation

Opening statement outline

1) Name the issue.
    a. *I want to talk with you about the effect...*
2) Select a specific example that illustrates the behavior or situation you want to change.
    a. *For example...*
3) Describe your emotions about this issue.
    a. *I feel...*
4) Clarify what is at stake.
    a. *I want to share with you what is at stake...*
5) Identify your contribution to this problem.
    a. *I recognize my contribution to this issue and that...*
6) Indicate your wish to resolve the issue.
    a. *I want to resolve this issue, the effect that (x is having on y)...*
7) Invite your partner to respond.
    a. *I want to learn your perspective. What's going on from where you sit?*

Example opening statement

Bob I'd like to talk with you about the effect our relationship is having on the rest of the team.

At our last board meeting the misalignment between us was evident and I sensed it caused others to question the confidence they have in us as leaders.

I feel anxious about our relationship, and frustrated at the same time, because I know we both want the same things for this organization.

There's a great deal at stake regarding our relationship as it is impacting the culture and moral among the board as well as my internal team.

I recognize my contribution to this as I haven't always been forthcoming on what's on my mind and communicating with you where I need support.

I want us to have a stronger relationship as I value you as a leader and the insights and benefits you bring to this organization. I know that by being more aligned with you we will have a stronger board and we can make a larger impact among the people we serve.

I'd like to learn what's happening from where you sit. Do you mind sharing?

Modified from, Fierce Conversations, by Susan Scott