

INVITATION

*I'd like to talk with you about the current change we are going through and get your thoughts.
What's a good time for you to meet?*



1. WELCOME - Show thanks - Connect - Verify time	<u>Sample Language</u> <i>Thanks for meeting with me.</i> <i>How are you doing? (Listen.)</i> <i>Is this still a good time?</i>
2. SET THE STAGE - State the topic and your <i>positive intent</i> - Outline the discussion - Get reaction	<u>Sample Language</u> <i>I wanted to talk with you about...(change topic) because I want to see how you're doing with it.</i> <i>I'd like to start by hearing your thoughts, then I'll share mine.</i> <i>How does that sound?</i>
3. STATE THE FACTS - Briefly share background info - If none, go to Ask a Key Question	Because change can often be emotional and difficult, it is important not to state any facts first, rather go to Ask a Key Question.
4. ASK A KEY QUESTION Hand over "The Ball"	<u>Sample Question</u> <u>Your Question</u> <i>What are your thoughts about this change?</i>
5. ASK & LISTEN "Peel the Onion" by asking questions to understand (?) - Add your perspectives only as needed (F) - Ask about options for moving forward (?) - Add your thoughts about options (F)	<u>"The Conversation Box"</u> <i>Tell me more about how you're feeling.</i> <i>What concerns you the most about this change?</i> <i>What will you miss about the old way?</i> <i>What else?</i> <i>Help me understand....</i> Coaching "Plug-Ins" - Sell the problem, not just the vision - Create involvement - Build in rewards - Provide training and support <i>How would you like to approach this moving forward?</i> <i>What are your thoughts about next steps?</i> <i>What do you need from me?</i>
6. GAIN AGREEMENT - Verify new or modified actions/goals/behaviors - Collaborate on timelines and follow-up - Summarize agreement (A)	<u>Sample Language</u> <i>It sounds like you will/I will....</i> <i>Am I correct about that?</i> <i>What timelines and follow-up can we establish?</i> <i>To make sure we're clear, you will....</i> <i>I also will....</i> <i>Is there anything I missed?</i>