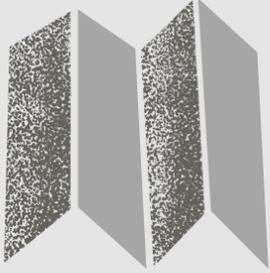


CONVERSATION #2- UNRESOLVED PROBLEMS

How to come together around recurring challenges with your people



1

SET THE CONTEXT

Be simple, direct, and state the outcome you want. Share anything that's in the space either that you alone or both of you are aware of. Get on their side and look at the problem together.



2

IDENTIFY THE PROBLEM

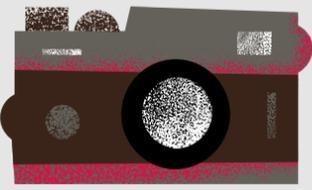
State what you notice focusing on 'facts' and not interpretations. Explain what you understand is happening. Take time to pause and see if you missed anything.



3

FIND OUT WHAT'S MISSING FOR THEM

Get their take on why this keeps happening, listen to their experience, reflect what they say, and acknowledge that it makes sense. Even if it doesn't make sense try to get into the world view from which it does make sense.



4

SHARE YOUR EXPERIENCE

After checking in with them, share your experience and take responsibility for your part in it. Refer back to your responsibility list or anything the team member brought up. Be honest. Be vulnerable. Don't be a jerk. Share your feelings without putting blame on them.



5

DISCOVER SOLUTIONS TOGETHER

After getting their buy-in, look at the problem together and come up with possible solutions or ways forward.



6

CREATE AGREEMENT, RECAP, AND ACKNOWLEDGE

Finally, once you've got some concrete steps, agree to what you're going to work on and when, recap the discussion, and acknowledge them.



7

FOLLOW UP AND INSPECT WHAT YOU EXPECT

Once the conversation is over, follow up with a brief write-up and most importantly DO WHAT YOU SAID YOU'D DO. If you want to not have the conversation again, stick to your commitments and check-in that they hold up their end too.

