

1. **Purpose:** My goal is for this person to change their *behavior* and stop/start doing this:

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2. **Rehearse:** (What will I say? What might they say in defense/explanation? How will I respond?)

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3. **Arrange the Best Time to Talk:** (For me AND for them?)

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4. **Get the Facts Straight:** (What words were spoken/actions were taken/events took place?)

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**IMPORTANT: Keep Steps 4 and 5 SEPARATE and IN ORDER.**  
**If at All Possible, Don't Move on to Step #5 Until the Facts are Agreed Upon**

5. **Meaning:** (Using "I" language, explain your interpretation of the facts. How did you feel?)

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6. **Active Listening:** (Is there information you were unaware of?)

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7. **Team Up and Think Up:** (Ask *them* to suggest ideas. Or collaborate. Include Time Limits.)

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8. **If, Then:** (Describe the Consequences. Can they be stated as a positive outcome?)

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9. **Checkup:** (Review the agreed upon changes and time limit. Evaluate whether changes were made.)

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