

Communication Worksheet

Name: _____

Date: _____

Location: _____

1. Headwork

Define the Situation

Current Situation	↔	Desired Situation
What do you see?		What would you like to see?
How does it make you feel?		How would that change how you feel?
What is the impact?		What would be the impact?

Barriers

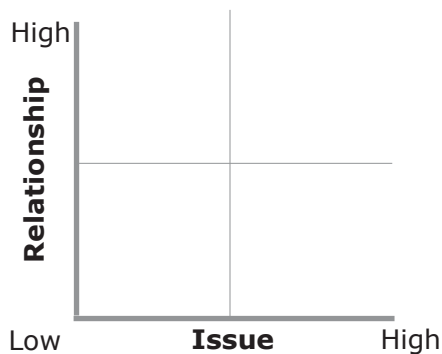
Self Talk

- _____
- _____
- _____
- _____

Hindering Self Talk

Helping Self Talk

Issue & Relationship



Plan Your Approach

Timing: _____

Place: _____

Tone: _____

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2. Engage

Tips

- Make it safe
- State the purpose
- Establish the process

Purpose	Desired Outcome

3. Mutual Understanding

Tips

- Stay focused on purpose
- Listen to understand
- Use Impact Statements
- Use Summary Statements

My View	Associate's View

4. Commitment to Action

Tips

- Stay focused on purpose
- Agree on course of action
- Commit to what, who, when
- Set a follow-up date

Action Plan		
Course of Action:		
What	Who	When
Follow-up Date:		

5. Follow-up

Tips

- Build the relationship
- Reinforce accountability
- Learn from the experience
- Hold a follow-up discussion

Follow-up Notes