

# 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

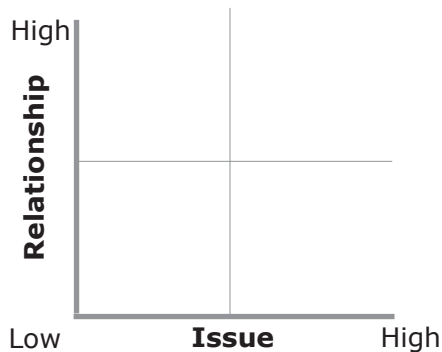
Hindering Self Talk

\_\_\_\_\_

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