

Preparation Worksheet for a “Re-Do” Conversation

Adapted from Triad Consulting

Understand Each Other’s Stories		Contributions, Impacts, and Intentions		
My Story: <i>What is the problem from my point of view?</i>	Their Story: <i>What is the problem from their point of view?</i>	Their contribution: <i>How have they contributed to the current situation?</i>	Impact on Me: <i>What impact has this situation had on me?</i>	Their intentions: <i>What might their intentions have been?</i>
Data?	Data?	My contribution: <i>How have I contributed to the current situation?</i>	My intentions: <i>What were my intentions?</i>	Impact on them: <i>What impact might this situation have had on them?</i>

Conducting the “Re-Do” Conversation

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Listen and acknowledge with compassion, but without necessarily agreeing

- *"It sounds like this has made you really upset."*
- *"You strongly believe that if I had pulled you in earlier, things might have worked out differently."*

Express your thoughts and feelings, but don't get pulled into a debate

- *"I think we see this differently. I can understand how you would wish I had involved you earlier. Given the time constraints and the pressures I was under, I just wasn't able to do that."*
- *"It makes sense to me that you're upset by this, and I want to better understand your concerns. But I don't think it's fair for you to say I am an incompetent manager, and it's upsetting for me to hear you say that."*

Strategy:

Identify the open issues



Invite the other person to problem solve



Brainstorm Solutions

Watch Outs

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Translation of Emotion Into:

- Judgements: *“That’s wrong”*
- Attributions: *“You did this because...”*
- Problem Solving: *“Here’s how this should be done...”*
- Profanity: *“This is bull\$@*\$!”*
- Silence and withdrawal

Feelings Discussion

- If, to vent, feel better → No!
- If to address the relationship issues, teamwork → Yes!

What Not to Say

- *“Calm down”*
- *“It’s not so bad”*
- *“It could be worse”*
- *“What did you expect?”*
- *”What you need to understand is...”*

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