

Confident and assertive communication using “I” language
FIRST ENVISION THE DESIRED OUTCOME

“I feel _____”

(honest, authentic feeling expressed)

“when you _____”

(describe behavior of concern)

“because _____”

(describe the negative impact the behavior has on you.)

Ask for what you want (knowing others may refuse)

“I would appreciate if you would ... _____”

(be specific in asking for what you want)

Ask for confirmation or feedback (knowing others may refuse)

“Will you be able to do that ...?” “Tell me your thoughts on this ...”

(ask the other person for verbal confirmation ... and wait for response!)

Example:

- *I feel a lot of irritation and pressure ...*
- *When people [team mates] leave dishes in the break room sink and don't pick up after themselves*
- *(because) it looks messy and it's a breeding ground for germs ... and then I feel like I need to clean it up myself!*
- *I would appreciate (and I think we'd all appreciate) when each person cleans up after herself/himself.*
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IMPORTANT:

Ending the conversation here leaves the issue up in the air. It assumes that people will follow through, but that may not happen! At this point it's important to ask for what you want ...

- *Would each one of us agree to clean up our own dishes in the break room, so that nothing is left in the sink? (Now look at each person and wait for a response!) If this presents a challenge for anyone, let's talk about it now so we can work something out ... maybe a schedule for “kitchen maintenance”.*

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Raleigh, NC - Phone: 919-845-4189

Email: Suzanne@Boswellpresentations.com - Web: www.BoswellPresentations.com