

## My Opening Statement

- 1** | Name the issue.  
(Choose issue without emotion. “I want to talk about the effect \_\_\_\_\_ is having on \_\_\_\_\_. ”)
- 2** | Select a specific example that illustrates the behavior or situation I want to change.  
(Describe like a video camera—take out emotion and just describe facts. No judgement, few adjectives. Choose examples that had the most witnesses. If you didn’t witness it, say “I learned that \_\_\_\_\_ happened.”)
- 3** | Describe my emotions around this issue.  
(I feel...; avoid using the word “disappointed”.)

**4** | Clarify why this is important – what is at stake to gain or lose for you, for others, for the team.  
(You might want to gauge response before saying “Your place on this team is at stake.”)

**5** | Identify my contribution(s) to this problem.  
 (“I have let this go on without addressing it, and for that I apologize.”)

**6** | What I will say to invite my partner to respond.  
 (“I sincerely want to hear your point of view.”)

- 7** | Interaction.  
(Use paraphrasing to check for accuracy of understanding. Keep digging below the surface. Make sure your partner knows that you fully understand and acknowledge her position and interests.)
  
- 8** | Resolution.  
(What was learned, where are we now? What is needed for resolution? What is our new understanding? How can we move forward from here?)
  
- 9** | Make a new agreement.  
(Have a method to hold each other able.)