

# SPEAK

## SEEK



SEEK permission to have the conversation now. Is this a good time for both of you? Does it need to be deferred?

### STEP 01



## PRESENT

PRESENT information - take time to organize your thoughts. Share your idea, concern, issue or suggestion

### STEP 02



## EXPLORE

EXPLORE solutions together by asking open-ended questions. "How" and "What" are good starters.

### STEP 03



## ACKNOWLEDGE

Acknowledge what you hear which requires listening well. Reflect back and empathize.

### STEP 04



## KEEP FOCUSED

KEEP focused on the present, not past history. Don't dredge history. Deal with today and this conversation.

### STEP 05

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[www.debdearmond.com](http://www.debdearmond.com)