

1:1 CONVERSATIONS

Issues and Agitation

*What would you like changed?
How does that make you feel?*

Vision and Education

*What would it take to make
change?
If we all do X, management
will have to respond*

Call the Question

*Are you ready to do what it
takes to win?
Can we count on you to do X?*

Assignment and Follow Up

*When can you do X?
Let's plan to talk at X time.*



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ANSWER. AFFIRM. REDIRECT.

Affirm the feeling, not the
excuse.

*I understand / Good question
/ I hear what you are saying.*

**Answer concisely and
concretely.**

The truth is / The facts are

Redirect the conversation.

*The are others / What do you
think about X?*

Frame the Choice.

*We can give up, or we can
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