

D-U-V-H

A Win/Win Communication Tool

Process Tips for Determine, Understand, Verify and Handle (D-U-V-H)

Process Step	Possible Questions
0. State the Outcome	<ul style="list-style-type: none">I'd like to walk away with a clear understanding of _____. (be clear and to the point)
1. Determine what the issue is.	<ul style="list-style-type: none">Can you tell me how you feel about this situation?
2. Understand the issue from the other person's point of view.	<ul style="list-style-type: none">I'd like to understand why you feel the way you do. Can you tell me more?What are you most concerned about?
3. Verify that your understanding is correct; and also confirm whether there are any other objections.	<ul style="list-style-type: none">So it sounds like _____; do I have it right?Do you have any other concerns?Out of these things you've mentioned, what's the biggest concern for you?
4. Handle the real issues.	<ul style="list-style-type: none">What do you suggest we do now?Now that I understand your concerns, what would you think if we approached it this way....?

0. **Outcome:** _____

1. **Determine:** _____

2. **Understand:** _____

3. **Verify:** _____

4. **Handle:** _____