

NAMING THE PROBLEM

Building an Equitable Relationship

Naming the Problem Tips

<i>Process Step</i>	<i>Possible Comments</i>
0. State your outcome	<ul style="list-style-type: none"> • "I'd like us both to walk away from this meeting with a clear action plan for _____ moving forward." (be specific and to the point)
1. Describe mutual behavior and state your concerns.	<ul style="list-style-type: none"> • "I feel like we're stuck here having the same conversation over and over. I think I've been very patient and have let things go, but I'm extremely frustrated with the situation. We have to create some kind of breakthrough here." • "I've tried to convey the importance of _____, and I think you understand."
2. State mutual outcomes	<ul style="list-style-type: none"> • "I think we both want..." (state mutual goals or objectives)
3. Discuss options—yours and theirs	<ul style="list-style-type: none"> • "I know we both want the situation to improve. Do you have any suggestions on how to solve this problem? " • "Here's a possible approach..." • Note, you may want to explore whether the person feels this is a motivation issue, a skill issue, or an improper role fit (ability issue) for them.
4. Put the other person at choice by stating the consequences of their continued behavior (+/-).	<ul style="list-style-type: none"> • "So, it seems you have two choices here, either we can: • (+) "Take on this challenge and create a breakthrough, or • (-) "If there is not improvement in the situation over a reasonable amount of time, the consequence will be _____."
5. Ask for help or use silence	<ul style="list-style-type: none"> • "What do you want to do moving forward?" • Silence—don't say anything. Wait for them to respond to #4