



## 1. ACTION Steps

- Clarify context.
- Specify behaviours.
- Keep it factual.
- Gain agreement on facts.
  Leave out interpretations and meaning.

## 3. DESIRED ACTION Steps

- Gain agreement on desired behaviours.Make actions SMART.
- Ensure there is:
- Clarity
- Ownership
- Agreement.











## 2. IMPACT Steps

- Hope for yes expect a no.
  Outline consequences of behaviours
  Own your emotions.
- Don't argue over subjective perspectives.
  If no, move to ACTION again.

