

Speak Frankly

A STRAIGHTFORWARD APPROACH TO TACKLE TOUGH ISSUES



1

Initiate a Meeting

Approach the other person to request a private meeting. State the purpose of the conversation. Be professional and approachable

Open the Discussion

Re-state the purpose of the conversation. Get to the heart of the matter in one or two sentences. Describe the behavior or situation impacting you. Provide specific and objective examples of what happened.

2



3

Clarify What is at Stake

Clarify what is important. Explain how the situation is impacting people, resources or projects. Use "I" language. Let the other person know what you are thinking and feeling so he can better understand your perspective.



Exchange Perspectives

Invite the person to respond. Inquire about the other person's point of view. Listen actively to gain a better understanding of the other person. Review what happened and ask for feedback. You may gain a better understanding of things.

4



5

Find Solutions

Try to solve the problem together. Determine what is needed to resolve things, based on your new shared understanding. "What would help us avoid doing this again?" or "Given what we know now, what can we do to improve this situation?"



Check In

Follow up with each other to ensure things are still working. Adjust when necessary. Speaking frankly can lead to open communication, improved relationships, new ideas and a better work climate.

6



FOR SUPPORT

- Call your manager or Human Resources representative.
- Call the BCM Ombuds Office at 713.798.5039 for a confidential conversation with an ombuds.