LEADING THROUGH TIMES OF CHANGE / A Conversational Approach



Confronting Without Conflict

What is the current state of the relationship—do you have trust?

Do you have a commitment to shared goal —are you on the same page?

Questions to help with specificity	Drafting your influencing request	Converting undesirable to desirable behaviors	
How important is this to you? Why do you want them to do this?	"I you to Word or phrase: "would like you to," "want," "need," "expect," "demand," What you want.	What is the person doing that is causing the perceived problem?	What would you like them to do instead?
2. What, specifically, do you want them to do? Convert undesirable to desirable behavior, if necessary.	by that I mean, Specific desired behaviors.	Examples of specific undesirable behaviors.	Examples of specific desirable behaviors.
3. What are the positive consequences that are likley to occur? 4. What's in it for them? How will they benefit?	and as a result, Positive natural consequences. What's in it for them, (WWIFM).	Negative consequences of undesirable behaviors.	Positive consequences of desirable behaviors.

