Video Presentation and Note-Taking Guide
(This section is 2 pages)

Complete the following statements with keywords as you view the video. The keywords will be underlined in the video.

SET THE STAGE FOR POSITIVE CONFRONTATION

Step One: Confront __________________ not the person!

Step Two: Stress __________________ - __________________ not fault-finding.

ESSENTIAL COMPONENTS FOR POSITIVELY SCRIPTED FEEDBACK

Step Three: Take time to __________________ your message.

Think of these three basic messages in your script:
1. “I feel….”
2. “I didn’t like….”
3. “In the future, this is what I expect….”

Step Four: Identify a __________________ __________________ to a past event or behavior.

“I'm concerned about. . . (some recent issue or behavior that has motivated the conversation), and I want to discuss it with you.”

(The note-taking guide is continued on the next page.)
Step Five: Ask yourself what you ________________ in the future.

"In the future, I would like you to. . . ."

Step Six: ________________ sharing your expectations for the future, take time to ________________.

“What kinds of things have you thought about, in terms of how we can handle this in the future?”

**FOLLOW-UP STRATEGIES FOR ACCOUNTABILITY AND TRUST**

Step Seven: Establish meaningful ________________ to prove people are making progress.

“This gives you a chance to gain confidence in your own ability to make those changes, and it gives me a chance to gain trust in your ability to do a great job.”

Step Eight: Be ready to use your ________________ and systematic ________________ and discipline if necessary.

“Let’s schedule a time when we can get together and check progress on this item.”

**LOOK IN THE MIRROR**

Be ready to ________________ that ________________ may be part of the problem.

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Summary: Techniques for Positive Confrontations

(This section is 1 page)

Below you will see a summary of the techniques taught in this course for having positive confrontations. You will need this information to help you complete the personal action plan at the end of this course.

Use these sentences to script your message.

- “I feel…” (frustrated, concerned, disappointed)
- “I am concerned about the way you…” (specify recent behavior that is a clear example)
- “What kinds of things have you thought about, in terms of how we can handle this in the future?” (Pause to listen to their response and solution ideas.)
- “In the future, I’d like…” (be ready with a specific expectation if they do not come up with a plan that is acceptable. Listen first, but be ready to clarify expectations.)