

# THE “A FIRM” FORMULA

## STEP 1:

### **A**PPROACH: GRACEFULLY OPEN THE CONVERSATION. ASK FOR THEIR ATTENTION

- I have a situation I need your help with.
- Can we talk privately about something I'm struggling with?
- I have some feedback that might be useful to you.
- Can you give me five minutes of your attention to discuss a concern I have?

## STEP 2:

### **F**ACTS: OBJECTIVELY DESCRIBE WHAT HAPPENED (HAPPENS), THE SITUATION AND/OR BEHAVIOR

You know you're being objective and speaking factually when they can't argue with anything you say. Sentence stems:

- I notice...
- The other day...
- When...
- I see...

## STEP 3:

### **I**MPACT: EXPLAIN THE EFFECT OF THE SITUATION OR BEHAVIOR

Note: while this formula is largely for issues and problems that need to be cleaned up, the highest use is to address opportunities you would like to develop.

- What happens is...
- The way it affects me is...
- I realized we're missing an opportunity to...
- As a result...
- This creates problems because...
- This leaves me feeling...

## STEP 4:

### **R**EQUEST: ASK FOR A NEW BEHAVIOR

- What would help is...
- In the future could you...?
- One solution could be...
- I'd like it if we could... instead.
- Can you help me resolve this?
- How could you see us resolving this?

## STEP 5:

### **M**OTIVATION: ACKNOWLEDGE THEM, YOUR RELATIONSHIP AND/OR OFFER A BENEFIT

- Thanks for helping me out!
- This will make all the difference.
- I'll be sure to get yours when you need it.
- This is going to be great for us both!
- Thanks for getting my back here.
- I'm sure this will benefit us both.