

THE CLEAR FORMULA

STEP 1.

CONNECT. SEEK LEVITY, ALIGNMENT AND SYNERGY. PHRASES:

- If things get uncomfortable right before a breakthrough, we'll have a stroke of genius.
- I don't know HOW we'll resolve this but, I know we WILL.
- I brought you a wet noodle in case you need to give me 40 lashes.
- Let's get on the same side of the table and face the problem together.

STEP 2.

LEARN: UNDERSTAND THE ISSUE DOWN TO THE ROOT CAUSE. PHRASES:

- Let's each go through the A FIRM formula until we feel heard. You first?
- Help me understand what's going on for you.
- I'd like us to stand in the other's shoes. Help me stand in yours now.
- Here's how I would summarize what you're telling me.

STEP 3.

EXPLORE OPTIONS: SEEK TO TURN THE CHALLENGE INTO OPPORTUNITY. PHRASES:

- What if we...
- Let's swap ideas until we drop.
- Do you have ideas about how to resolve this that you're reluctant to tell me?
- What's the craziest solution you can think of?

STEP 4.

ALIGN AND AGREE: FIND AREAS OF ALIGNMENT AND SEEK AGREEMENT. PHRASES:

- Which ideas make sense to you?
- Can you think of another way to accomplish the same thing?
- I'd be willing to... if you'd be willing to...
- How can we make this work for both of us?

STEP 5.

RESOLVE: COMMIT. PHRASES:

- I am committed to...
- Let's meet again and see how it's going by (date.)
- You've committed to...
- I invite you to tell me if I fall short of my promise. Will you do the same?