

CHART 4
THE DESCript

D = Describe the Purpose of the Conversation

I'd like to talk to you about something that happened in our meeting yesterday.

E = Explain Your Position and Elicit Feedback From the Other Person

I observed that each time I took the floor to speak, you started texting and checking e-mails. It made me feel that what I had to say wasn't important enough for your full attention. How do you see the situation?

S = Specify Desired Outcomes

OK. I understand. What I would really appreciate is if you would not only listen to what I'm saying, but also comment on it. You have a lot of knowledge and I have no doubt your input would be valuable to me.

C = Clarify Consequences (Positive or Negative)

Positive

I think if we can better support one another in this way we would both get a lot out of it and the department would be better for it.

Negative

We can't seem to agree on how to move forward on this issue. I can only tell you that without mutual support, the end product won't have the same quality as if we did.