



Steps to Successful Confrontation

1. Decide if and how to confront
2. Choose a good time and place
3. Decide if someone else should be present
4. Establish a deadline to resolve it
5. Express gratitude to the other person(s) for agreeing to meet
6. Verbalize what you appreciate about the other person, particularly as it relates to the situation
7. Start with the end in mind and agree what the end is
8. Determine where you are already in agreement
9. ***And then*** identify the areas of disagreement
10. Express and acknowledge any concerns
11. Acknowledge the other person with respect, kindness and empathy
12. Avoid accusations and blame
13. Use I-language
14. Check for understanding throughout
15. Check for understanding at the end
16. Let go of the outcome (depending on the circumstance)
17. Own your part and apologize sincerely
18. Thank the other person for their time
19. Follow Up
20. Document as necessary