

Communication - EEE

When the solution is not up for debate

During times of stress and strong emotion a person's receptiveness is reduced. For this reason the discussion will need to be repeated on different days and in different situations. In follow-up discussions, however, less exploring and more explaining and engaging will be required. This discussion template is also suitable for group information sessions.

Opening

- Topic
- Procedure, course of discussion
- Time



Explore / Empathize Show appreciation



Explain

Engage

- Inquire: how do things look to you? How does it make you feel?
- What loss is the member of staff experiencing? What fears or wishes does he or she have?
- Show empathy and understanding
- Praise the staff member, show appreciation for performance and special skills

- Describe the status quo and pressure for change, point out the necessity
- Highlight the vision: explain the goals, purpose, and benefit of the change – demonstrate its usefulness
- Repeat on different days

- Assure the person's engagement and commitment
- Never end the conversation without a definite agreement, even if it is only a small step
- Demand that the step be adhered to