

Using iGROW to Guide a Difficult Conversation

<p>Identify the issue/problem</p> <p>What will I say to open this discussion?</p> <p>Seek to understand - Ask questions from a position of curiosity rather than doubt or accusation</p> <ul style="list-style-type: none"> • What questions will I ask? • What are the issues/situation we need to discuss? • What are the outcomes we want from this discussion? 	
<p>Goals & Gaps</p> <ul style="list-style-type: none"> • Establish what you both want as an outcome • Clarify expectations • Describe the Gap: actual vs preferred behaviour • Explore reasons for gap (open questions, listen, be curious) <ul style="list-style-type: none"> - Agree changes needed - Agree to disagree when you can't agree • Let the person respond (LISTEN) • What would success or the ideal look like? 	
<p>Reality and/or Root Cause</p> <ul style="list-style-type: none"> • What are the actual facts of the situation? • What's working well? What are the problems? • What's the impact of this? • Provide facts & examples, give specific observations • What are the factors that led to this? 	
<p>Options and Agree on Actions</p> <ul style="list-style-type: none"> • Discuss Options (how to get there) • Explore at least 4 options • Build on their ideas & add yours • Agree specific actions, timing, & priorities 	
<p>Wrap it: up, next actions & what next?</p> <ul style="list-style-type: none"> • Consequences (what will happen if no change) • Express desire for positive relationship • Summarise what was agreed (have the other person do this) • Email to confirm what was agreed and when (Me) • What will be my follow-up actions (e.g. Call, visit, set time to next meet next to review)? 	