

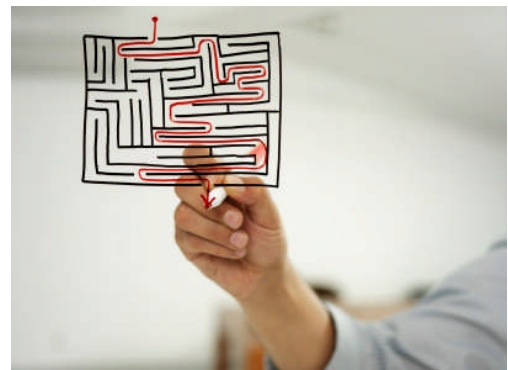
Wake Up Eager:

Defeat Communication Anxiety & Resolve Conflict

Discussion Guidelines and Process

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www.wakeupager.com



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Sample Discussion Guidelines:

Setting up and agreeing to codes of conduct or discussion guidelines ensures a more objective, less threatening exchange.

It's important to keep us on track.
For more on meeting guidelines read this [Leadership Article: Why I Hate Meetings](#)

Sample Guidelines:

- Do not interrupt the other person.
- One person talks at a time.
- Listen closely, seek to understand, not defend.
- Debate, disagreement and different viewpoints are okay---we can agree to disagree.
- Everything does not have to be resolved today.
- Cell phones off and no interruptions allowed.

DISCUSSION PROCESS – During the Meeting

As you begin each person will pick **the #1** situation or meeting out of the three, from the pre-work , to discuss first.

Review and agree to **follow the Guidelines.** Add to if needed.

Take turns in each role: Talker and Listener.

Each step is important, do **not skip** a step.



Step 1:
Talker Shares
View of the Problem

Step 2:
Listener Restates the Talker's
View of the Problem

Step 3:
Talker Confirms Accuracy of
What the Listener Shared

Step 4:
Both: Confirm and Agree on the Facts

Step 5:
Both: Discuss Solutions

Step 6:
Both: Agree on Next Steps Schedule
a Date to Review Progress

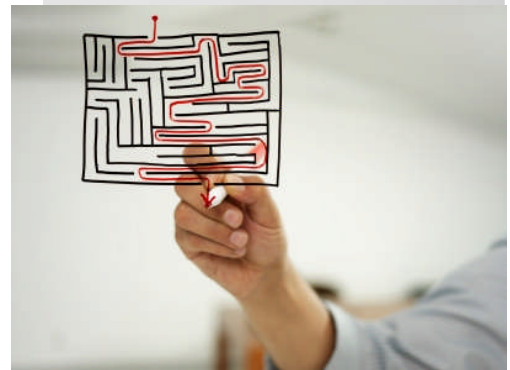
Step 7:
Switch Roles. Go back to step 1.
Listener becomes the Talker.



Additional Wake Up Eager Resources:

If you're reading this online, each link is 'clickable'...

- **Take Responsibility Quotient Quiz and Workbook**
<http://www.pricelessprofessional.com/leadership-characteristics-1.html>!
- **Free Situational Leadership eBook & Memory Jogger Card.**
<http://www.pricelessprofessional.com/situational-leadership.html>!
- **Customized Communication Style Assessment**
<http://www.pricelessprofessional.com/motivation-and-self-esteem.html>
- **The Forgotten Charismatic Leadership Skill: Listening Aggressively**
<http://www.pricelessprofessional.com/charismatic-leadership.html>
- **Free Wake Up Eager Quiz**
<http://www.pricelessprofessional.com/motivation-techniques.html>
- **Educational Leadership Magazine**
<http://www.pricelessprofessional.com/educational-leadership-magazine.html>
- **Wake Up Eager Blog**
<http://www.pricelessprofessional.com/what-is-leadership-blog.html>



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