

COURAGEOUS CONVERSATION IN 4 STEPS

4 Steps to S.A.I.D.

1	S	S tate the Situation
2	A	A cknowledge feelings
3	I	I dentify Importance
4	D	D irect request

1. S - State the Situation

Consider the positive, negative, and neutral aspects of the situation. Avoid blaming and criticizing (“You...”). Focus on “I...”

Neutral: _____

Positive: _____

Negative: _____

Example:

- Neutral: *We’ve been working together for X time.*
- Positive: *I appreciate....I love...Thank you for...*
- Negative: *It doesn’t work for me to...*

2. A – Acknowledge Feelings

Use the *Feelings Wheel* to identify any other emotions relevant to the situation. Tune into physical sensations. Consider positive, negative, and neutral feelings. I feel:

- _____
- _____
- _____

Be responsible for your feelings. Say “*I feel...when ...*” instead of “you made me feel...”

3. I - Identify Importance

What core values were triggered by the situation? What is the commitment underneath your complaint? What’s important to you that you’re feeling what you’re feeling?

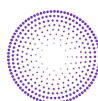
It’s important to me that: _____

4. D - Direct Request

Be upfront that you are making a request.

My request is that: _____

Would you be willing to consider?



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Putting it all together – time to practice:

1	S	State the Situation	() (+) (-)
2	A	Acknowledge feelings	I feel...
3	I	Identify Importance	It's important to me that...
4	D	Direct request	Please...

Tips:

- Practice with someone you trust who is not involved in the situation before communicating with someone with whom you have conflict.
- Consider the timing of your communication. Allow at least 20-min for your nervous system to calm down after a conflict before attempting to communicate. Aim for a repair conversation within 24 hrs of an interpersonal breakdown. Remember, it's never too late to communicate.

Example:

1	S	State the Situation	() We've been adjusting to some big changes the last few weeks. (+) I appreciate your big heart and willingness to be helpful, thank you. (-) I also notice I'm having a hard time being honest about when I don't need help.
2	A	Acknowledge feelings	I've been feeling frustrated and smothered, and afraid to express that.
3	I	Identify Importance	It's important to me to have space and also to feel connected.
4	D	Direct request	Can you please ask me if I need help before assuming and jumping in?

