

► **Communication** Connect Through Conversations

Conversation **Planner**

Interaction Guidelines	Key Principles
Open Describe purpose of the discussion. Identify importance.	<ul style="list-style-type: none">○ Esteem○ Empathy○ Involvement○ Share○ Support
Clarify Seek and share information about the situation. Seek issues and concerns.	<ul style="list-style-type: none">○ Esteem○ Empathy○ Involvement○ Share○ Support
Develop Seek and discuss ideas. Explore needed resources/support.	<ul style="list-style-type: none">○ Esteem○ Empathy○ Involvement○ Share○ Support
Agree Specify actions, including contingency plans. Confirm how to track and measure progress.	<ul style="list-style-type: none">○ Esteem○ Empathy○ Involvement○ Share○ Support
Close Highlight important features of the plan. Confirm confidence and commitment.	<ul style="list-style-type: none">○ Esteem○ Empathy○ Involvement○ Share○ Support