

1. Recall the Feedback step of the 5-step formula. Think about how you feel when you are singled out with negative feedback versus a general directive indicating something needs to be handled differently in the workplace. What kind of impact does that have on you?

2. When dealing with the "Desire" step of the 5-step formula, it's best to avoid making a statement from a point of weakness, i.e., "I really wish you would..." or "Next time, could you please...?" If you've done that in the past, what was the outcome of the situation? How do you think coming from a place of strength would have changed the outcome?

3. It's very easy to end up communicating with idle threats when you're angry, i.e., "Next time I see you guys leaving customers in line while you take an extra long break, heads are gonna roll!" Why is that an ineffective way of dealing with the situation?

4. Have you ever been reprimanded by an angry boss and you didn't know or understand the rules behind what you did wrong? How would your response have been different if you had understood the expectations upfront?

5. Conflict is uncomfortable, but it's oftentimes necessary for growth. How comfortable are you dealing with conflict? What can you do to embrace conflict in a way that allows you to see the benefits of the end results after the dust settles?