

The ASSUME Model for Courageous Conversations

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- ➔ **ASSUME & ACKNOWLEDGE** *that the other person means well. Point out what you see as his/her positive intentions.*
- ➔ **STATE THE WAY YOU SEE THE SITUATION** *Describe specific behaviors you observed, and the impact of those behaviors.*
- ➔ **SOLICIT/SUGGEST A SOLUTION** *Ask for ideas about addressing the situation. Propose the changes you would like to see happen. Emphasize the positive outcome for all involved.*
- ➔ **UNDERSTAND THE OTHER PERSON'S PERSPECTIVE** *LISTEN sincerely for understanding. Be genuinely open to different alternatives.*
- ➔ **MAKE AN AGREEMENT TOGETHER** *What is reasonable for both parties? Agree on what you will expect from each other going forward.*
- ➔ **EXPECT THE BEST – and say so!**

