

BOLD (Outcome-Focused) **DISCUSSIONS:**

Contextual Clarity Brief and Starter Script

This 4-page document is a simple tool to help you take action to connect or reconnect with someone from whom you currently feel emotionally distant at work.

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The 3 Cs

Curiosity

Connection

Comfort

A Framework for
Relationships

From the book "Leading Inclusion".
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BOLD (Outcome-Focused) **DISCUSSIONS**

Contextual Clarity Brief

What is the nature of your relationship with the other person?

What is the issue you need to discuss with the other person?

Why have you been avoiding the conversation?

What is the outcome you want from this conversation?

What would you say to that person if you knew there would be absolutely no negative consequences for saying it?

What could you say to start this conversation?

BOLD (Outcome-Focused) **DISCUSSIONS:**

A starter script

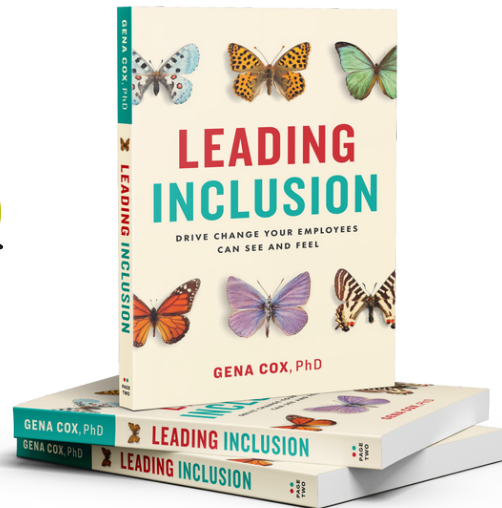
- Find a private 1:1 setting
- Say, "I want to share something with you..."
- Continue:, "I bet you did not realize it but ..."
- *Explain the (unintended) impact of the person's actions*
- Pause and let the other person respond
- *Listen for the reconciliation opportunity in good faith*
- The other party will likely be offering a potential solution
- *Ask the other person what they would like to happen next*
- Reach a go-forward agreement (including a next meeting) if possible
- *Thank the person for listening*
- Do an emotional self-check and commit to being a good partner
- *Follow up as needed*

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