RESPECTFUL WIN-WIN DIALOG TOOL

24 ways to get what you want and say what you mean.

USE	AVOID	WHY
"However…" (May also end the sentence and start a new or use "and"	"Yes, but…"	Discounts what is said
"You may be right."	"It is not!"	Hear others thought
"Help me understand…"	"You are wrong."	Reduce conflict
"Let's try this."	"It won't work."	Stimulate creative thinking, even if it seems impractical at first.
"I need your help."	"Here's why this is good for you."	Seek cooperation by asking for help.
"Is everything satisfactory?"	"How can I do better?"	Ask specific, non-emotional questions.
"Here's what I can do."	"Here's what I can't do."	Focus on the positive first.
"Let's work together."	"You must do what I say."	Work with rather than against others.
"Invite you to choose"	"You'll have to…"	"Invite others to cooperate and give them choices."
"Something's, sometimes..."	"Everything, always…"	"Eliminate absolutes"
"What is the fairest way?"	"Do it my way"	"Appeal to other's sense of fairness."
"I understand, I need to look further.."	"I disagree…"	"Accept and acknowledge others' ideas and let them coexist with yours."
"Thank you."	"They know I appreciate them."	"Don't take relationships for granted."
"I choose to make the best of"	"I can't change who I am"	"Choose to respond and not react."
"I can manage my available time."	"I don't have time"	"Eliminate powerless phrases."
"I'll help you myself."	"Ask someone else…"	"Be part of the solution. Don't shift the blame."
"I believe"	"It's only my opinion…"	"Describe accomplishments positively."
"Starting now, I will…"	"If only I had…"	"Focus on choices, not regrets."
"That's all. It's over."	"What if things get worse?"	"Apply energy for a positive outcome"
"I feel upset because…"	"You make me upset."	"Focus on your responsibility."
"Let's give it a chance."	"It won't work."	"Stimulate creativity."
"Hello, I'm _____"	"I just can't remember names."	"Use others' names, if you forget, ask."
"You might want to consider."	"I recommend."	"Look at benefits to others."
"I'm sorry."	"Don't blame me."	"Admit your mistakes and apologize."

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POSSIBLE COACHING QUESTIONS

- A coach approaches a coachee to provide coaching on improving open communication with their team.
- The coach shows the coachee the respectful win-win dialog cheat sheet.
- The coach asks which “avoid” on here bother you the most?
- The coach asks, “Which ones do you think you use the most often?”
- “Are you open to coaching on what phrases I have been hearing you say in meetings as I care about your success and I see it shutting down interaction.”
- The coach gives feedback on the three top avoid phrases they hear the coachee using and suggests that they record themselves to hear the actual phrases they are using.
- The coach encourages the coachee to be mindful of when they hear themselves using the avoid phrase and to use the suggested cure – “use” phrase instead as it will help to open up the dialog.
- Get a commitment from the coachee that they will create awareness and work on changing their phrases.

DO YOU HAVE ANY OTHER COACHING QUESTIONS YOU COULD THINK OF?

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