

# Key Actions Summary

## The Basic Principles

1. Focus on the situation, issue, or behavior, not on the person.
2. Maintain the self-confidence and self-esteem of your coworkers.
3. Maintain good relationships with your coworkers and your supervisor.
4. Take initiative to make things a little better.
5. *Lead by example.*

### Unit 1: Listening to Understand Clearly

1. Show your interest in what the other person has to say.
2. Ask questions to clarify what you have heard.
3. Let the other person know what you understand.

### Unit 2: Giving Feedback to Help Others

1. State the purpose of the discussion.
2. Describe specifically what you have observed.
3. Describe your reactions to what you have observed.
4. Offer helpful ideas when appropriate.
5. Summarize and show your support.

### Unit 3: Taking on a New Assignment

1. Find out what results are expected in the new assignment.
2. Determine the steps and skills required to achieve the results.
3. Determine what resources are needed to obtain results.
4. Find out what decisions you're expected to make on your own.
5. Agree on an action plan, including a follow-up review.

### Unit 4: Requesting Help

1. Ask for help as soon as you need it.
2. Describe the situation or problem.
3. Describe everything you have done to correct the situation.
4. Solve the problem together and decide on an action plan.

### Unit 5: Getting Your Point Across

1. Capture attention.
2. State the basic point.
3. Present organized support.
4. Summarize and recommend action.

### Unit 6: Participating in Meetings

1. Focus on the topic and purpose of the meeting.
2. Offer facts and ideas.
3. Help others contribute facts and ideas.

### Unit 7: Keeping Your Boss Informed

1. Offer information that may be useful to your boss.
2. Explain why you think the information is important.
3. Ask for reactions to your information.

### Unit 8: Resolving Issues With Others

1. Promptly state your concern about the problem.
2. Use facts to describe the situation clearly and calmly.
3. Ask for the other person's views.
4. Review the facts and generate alternative solutions.
5. Agree on what each person will do to resolve the problem.

### Unit 9: Positive Responses to Negative Situations

1. Deal constructively with your emotions.
2. Get perspective on the situation.
3. Understand why the situation exists.
4. Find something you can gain from the experience.

### Unit 10: Working Smarter

1. Find out what tasks and results are most important to you and your team.
2. Look for better ways to achieve the results.
3. Contribute ideas and suggestions to make the work go better.
4. Take action when you can.

### Unit 11: Dealing With Changes

1. Find out exactly what changes are planned.
2. Understand why the changes will occur.
3. Find out how the changes will affect you.
4. Help solve problems associated with the changes.

### Unit 12: Being a Team Player

1. Pass on good ideas.
2. Look for ways to help others.
3. Give recognition for things well done.
4. Let others know what you need to get the job done.