

THE CHANGE REQUEST DIALOGUE

SENDER

Ask for appointment
Make eye contact
Take a few deep breaths in sync

RECEIVER

Grant appointment
Make eye contact
Take a few deep breaths in sync

MIRRORING

“One thing that is happening that is frustrating to me is...”

Mirrors: “What I hear you saying is...Did I get it?...Is there more about that?”

“Yes. When this happens I feel...”

Mirrors: “You are saying...Did I get it?...Is there more about that?”

“Yes. What I’m afraid of is...”

Mirrors: “You are saying...Did I get it?...Is there more about that?”

“Yes. What that reminds me of from my childhood is...”

Mirrors: “You are saying...Did I get it?...Is there more about that?”

“No, there is no more.”

Summarizes: “To summarize what you said...”

VALIDATION

Validates: “What you said makes sense, and what makes sense about it is...”

Yes or No. If no, restate and clarify...

“Did I understand you?”

EMPATHY

Empathizes: “I can see that you feel...” or “I can imagine that you feel...”

Yes or No. If no, restate and clarify...

“Do I have that right?”

CHANGE REQUEST

“One thing that would help me next time is...”

“I will do that.”

Ask for it “the next time”, not “from now on”.
Make it a SMART request (Specific, Measurable, Attainable, Relevant, and Timely).