

## Tool for when there's a problem

This tool provides a pathway through difficult situations or when negotiating problems.

- Remember, as a group we're up for dealing with the hard stuff.
- Take time for self-reflection to sort out what's going on.
- Identify the issues you want to address and the person/s concerned.
- If necessary, do a reality check by talking things over with someone you trust.
- If you feel confident, approach the person/s concerned; name the issue you want to discuss and ask when would be a good time to talk about it.
- Expect that together you can resolve the issue and things will be okay.
- When you get together talk about the issue, say how you feel about it and state your desired outcome, including the resolution to work well together. As you talk, seek to clarify individual interests and shared commitments, as a way to move forward.
- If necessary, suggest another meeting and bring along a support person each. Remember, transforming leadership perseveres in difficult situations and strives for a solution acceptable to all parties.
- Be open to agree to disagree.