

DESC ... a way to have a professional conversation

- **D**escribe the issue/concern – state it behaviorally
 - Ease in, be specific, don't guess at motive
- **E**xpress/Explain the impact on you
 - Your perspective, specific instance, "I" statements
- **S**pecify solutions
 - "do-able", 2 – 3 only ... all of with which you can live, one at a time
- **C**onsequences
 - Pay-offs, penalties, relevant to solution



Strategies for success:

- Make an appointment ... don't just drop by and start the conversation
- Indicate how long you believe the meeting will take
- Honor the time commitment ... if time is up and no conclusion has been reached, schedule another appointment to continue the discussion
- Make it a conversation ... not a monologue
- Stay focused on a "win/win" solution