

Working Together

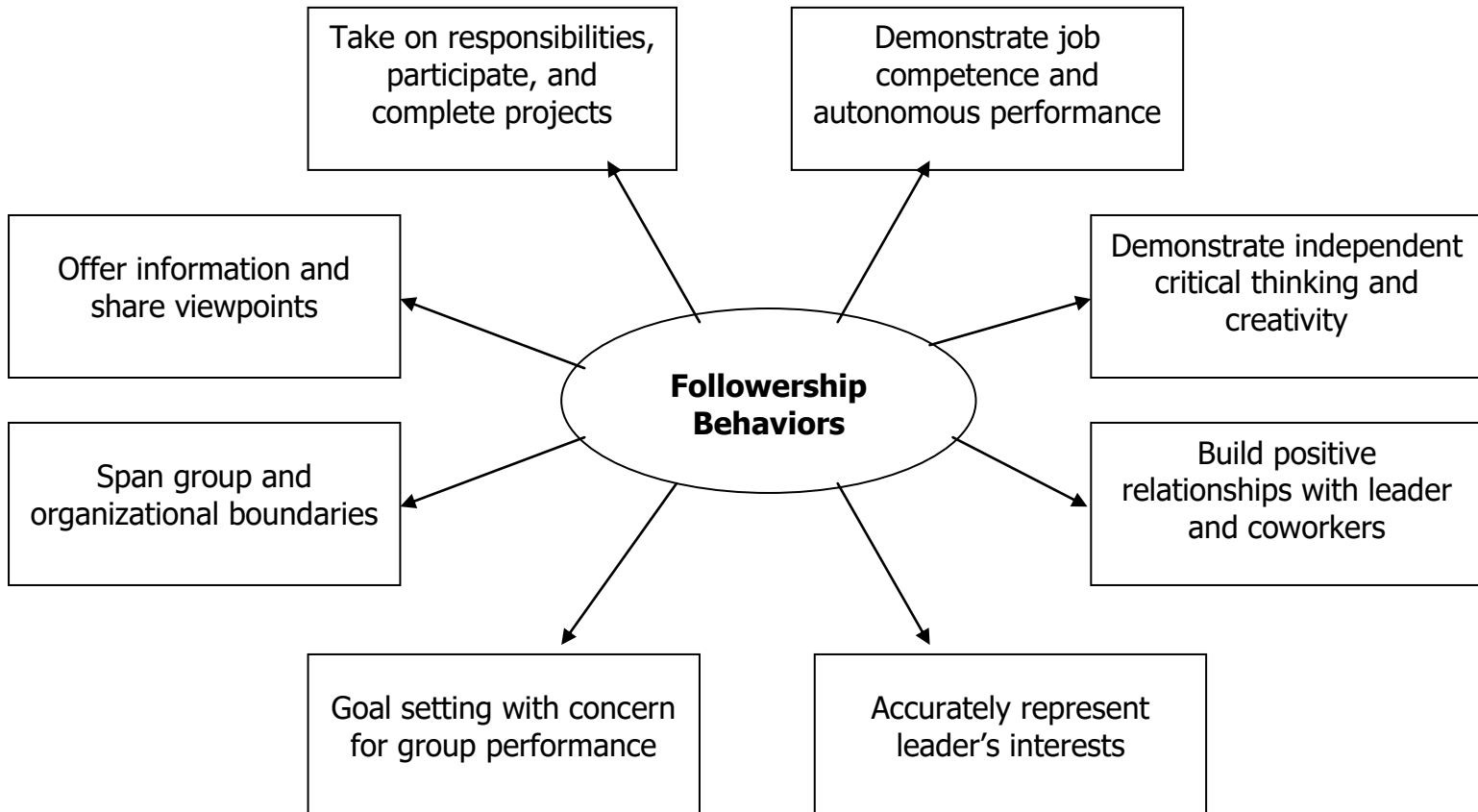
ARCA Academy

Participant Handouts

Team Effectiveness Model



Followership Behaviors



Sample Phrases for Effective Peer Communications

The first words spoken in any interaction set the tone and determine in large part how successful and productive the outcome will be. The following are some sample phrases that can be useful in conversations with co-workers/fellow board members when addressing challenging workplace issues or interpersonal concerns.

I. Sample phrases to introduce the issue:

“Do you have a few minutes? I’d like to talk to you about _____.” “I have some concerns about _____ and I’d like to sit down and talk to you about it.

When would be a good time for you?”

“It’s regarding an issue that is of concern to me, and I’d like to talk with you about it as soon as possible. When can we get together today?”

Then,

“I’ve observed that _____.”

“It’s been brought to my attention that _____.”

“I’m concerned about/troubled with/bothered by _____.”

Then,

“This is of concern to me/bothers me because _____.”

“This is an issue/concern for me/the department because _____.”

“I think this compromises/hurts our ability to work together because _____.”

II. Describing what you want/need to have happen/change:

“I’d like to get this resolved so we can work well together/be successful as colleagues.”

“What I’d like to see happen is _____.”

“What I’d like to ask you to do is _____.”

III. Sample phrases to elicit responses/participation:

“I’d like to hear what you think is happening/going on here.”

“What do you think is the cause/reason for the problem?”

“Was there confusion from an earlier interaction/our related job functions/expectations, etc.?”

IV. Sample phrases to show acknowledgement/paraphrase:

“It’s really helpful to hear your point of view.”

“What I’m hearing/understanding you saying about this is _____.”

“So, you’re saying that you think the problem is/may be caused by _____.”

“Is that a correct/accurate understanding on my part?”

V. Sample phrases to redirect/summarize next steps:

“I really appreciate your feedback, and I think we’ve come to an understanding/agreement on how to resolve/address the situation.”

“This is what I’d like to see happen/am willing to do to work on changing/improving our working relationship.”

“Thanks for talking this out with me. Now I understand better what’s going on here.

“Here’s what I’d like/want for us to do/think we can do ____.”

“I’m glad we had a chance to talk about this. Let’s review/make sure we both are clear on what we’ve each agreed to do about this.”

“I know you brought up some other related issues today and I’m happy to meet again at another time so we can look into resolving them as well. Right now, I’d like to confirm/review our agreement on how we’re going to go about resolving this issue moving forward.”

VI. Sample phrases to request monitoring/follow-up on the issue:

“Would you be interested in touching base occasionally on this to track our progress?”

“I’m happy to meet again in a week/weekly for a while if you think it would help us in our follow-through action steps.”

“Would you like to connect on a regular basis to see if we need to adjust our follow through steps?”