



Complete Communication Wheel

Example

Issue: Jim observed Pat speaking negatively in public about another co-worker. Jim approaches Pat the day after he observed the interaction.

Jim: **[Data]** Pat, I'd like to speak to you about something I observed which concerned me.... Is now a convenient time? We should only need about 15 minutes? Great.... Yesterday, when I was walking through the unit, I overheard you speaking to Tasha about Denise. What I heard was that you were complaining about Denise's behavior with a recent patient. **[Judgment/ Assessment]** It appeared to me that you were complaining to Tasha, looking for her to support your position rather than asking for help in speaking directly to Denise. **[Feelings]**: I felt disappointed and angry as I thought we had all agreed

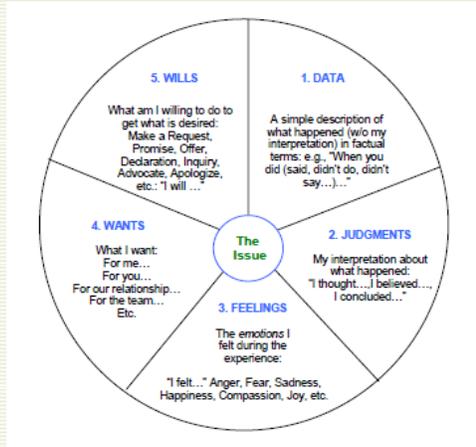
to deal directly with each other when we had conflicts and only seek out other help when we needed coaching on how to approach the other person.

[Want]: What I want for our team, for you, for me, and for our organization is for us to feel that we really respect each other and honor that by offering feedback in way that is meant to help and support our teammates. I want you to feel comfortable approaching Denise, or anyone on the team when you have a conflict. And, I want to be able to feel that I can trust you and don't have to worry that you may be saying negative things about me behind my back.

[Willing]: What I'm willing to do is to cue you if I see you violate this agreement; I'm willing to provide you specific and timely feedback on my observations; I'm willing to consider that I may be seeing things through my lens, and may have it wrong which is why I need to check it out with you, and I'm willing to support you in rehearsing a conversation if that's what you choose to do.

I'm really interested in your thoughts and feelings about this... what do you want and what are you willing to do?

** Complete Communication Wheel adapted from Alan Gilburg: Group Dynamics, Inc.



A Change in View Creates a World of Possibilities!