**Using the MODEL FOR EFFECTIVE COMMUNICATION & CONFLICT
RESOLUTION to script a concern you have…**

Write out a situation which is problematic:

<u>List</u> <u>behaviors</u> you have observed. Make your list as <u>specific</u> and <u>concrete</u> as possible.

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<u>Step 1</u>: **I care**… (Use conversation format)

<u>Step 2</u>: **I see**… (Insert behaviors from your list above in a conversation format).

<u>Step 3</u>: **I feel**…(Use conversation format)

<u>Step 4</u>: **Listen**. (You cannot script this. Remember not to get sucked into responding or you will not be pursuing your agenda for this conversation. Just <u>listen</u> and jot down thoughts for future communication).

<u>Step 5</u>: **I want**… (Use conversation format)

<u>Step 6</u>: **I will**… (Use conversation format)

Model developed in 1991 from various sources by Harriet Marritz, Gettysburg College.