**Changing a recurring situation**

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| **Changing a recurring situation** | |
| Identify a recurring situation which you want to change – such as by applying people skills covered in this chapter. Write your responses to all of the following questions that apply to your situation. | |
| The situation. Give brief details of the context and what usually happens. |  |
| What do you do? What kind of behaviour do you use? |  |
| What are the effects of this behaviour? |  |
| How do you feel about the situation? ‘I feel …’ |  |
| A constructive way of thinking about this situation is … |  |
| Identify your goal. ‘The change I want to bring about is …’ |  |
| What are your rights? ‘I am entitled to …’ |  |
| What are the rights of the other party or other people in this situation? ‘They are entitled to …’ |  |
| What are your responsibilities in this situation? ‘It is my responsibility to …’ |  |
| What are the responsibilities of other people? ‘They are responsible for …’ |  |
| What will be the right time and place? How will you ensure you have their full attention? |  |
| What other ‘I’ statements could you make? |  |
| Your recommendations for a solution are … |  |
| The minimum you will accept is … |  |
| What support can you get from others (such as practice runs, somebody to encourage you)? |  |
| Other comments |  |