1. Focus on Performance
   • Keep discussion issue-centered.
   • Identify new actions.
   • Brainstorm alternative solutions.
   • Agree on next steps.

2. Ask Open Questions
   • Identify measures of success.
   • Establish monitoring mechanisms.
   • Schedule follow up meetings.
   • Provide continual feedback.

3. Explore Ways to Change Behavior
   • Plan your initial questions.
   • Ask open questions to promote communication.
   • Listen actively.

4. Manage Accountability
   • Identify new actions.
   • Brainstorm alternative solutions.
   • Agree on next steps.

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