

## **Using Empowering Elements in Our Conversations**

Laura: Joe, I have something that is really bugging me about a team mate.

Joe: Hey, Laura, what seems to be upsetting you?

Laura: It's about Tony. I am really getting annoyed by his lack of respect.

Joe: What is it that's specifically bothering you about Tony?

Laura: I don't like the way he often forgets to gas up that company van when he completes his route in the evening. I usually have to fill the tank before I start my morning errands. It's really triggering me big time. Do you think I should file a complaint with our supervisor?

Joe: That's certainly one possibility. What are some other things you could do?

Laura: I'm not sure

Joe: If you were in Tony's place, how would you want a teammate to handle it for you?

Laura: Well.... I think I'd prefer the person talk with me before filling a complaint with our supervisor.

Sam: I agree; I know talking things out with the person had worked for me in the past. Have you ever talked directly to Tony about this?

Laura: Not yet, I've just been putting it off hoping Tony would do better. I can see now it's important I take responsibility for what I need.

Joe: I think it's wonderful that you're being proactive to resolve this conflict at a mutual level, Laura.