



REELING IT IN —

A COURAGEOUS CONVERSATION SCENARIO:

Dr. Taylor's periodic exams often run long because he chats about bass fishing. Patients enjoy it, but it's causing schedule delays.

Purpose: To briefly discuss how the team can approach this conversation using our six courage principles.

Step 1: Prepare with Intention

What's our goal in having this conversation, and how do we want Dr. Taylor to feel afterward?

Step 2: Stay Centered on Why

How does this connect to our shared purpose—patient care, teamwork, and efficiency?

Step 3: Use Curiosity, Not Assumption

What curious or open-ended questions could we ask Dr. Taylor instead of making assumptions?

(e.g., "How do you balance connecting with patients and staying on schedule?")



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Step 4: Speak from Experience

How can we share the impact using 'I' statements instead of blame? (e.g., "I've noticed we're running behind, and it's stressful for the team.")

Step 5: Listen Actively and Empathetically

How can we make sure Dr. Taylor feels heard and understood, even if we disagree?

Step 6: End with Collaboration

What's one solution we could co-create—like a cue or time check—that helps us all succeed?
