

Instructions: Complete solid boxes **before** Plan B, and dotted boxes **during** Plan B.

**PLAN B PREPARATION**

**WHAT** is the problem (not behavior) to focus on?

**WHO** will have the conversation?

**WHEN, WHERE** and **WHILE DOING WHAT?**

**TIPS**

- ✓ Have the conversation at a time and in a place where everyone can be calm.
- ✓ If your relationship is good, you can start with a tougher problem.
- ✓ If your relationship is strained, start with an easier problem or invite a trusted other.

**INGREDIENT #1: EMPATHIZE**

**HOW WILL YOU START** the conversation?

**TIPS**

- ✓ Be specific.
- ✓ Don't focus on the behavior.
- ✓ Stick to the facts; don't assume or blame.
- ✓ Finish by asking, "What's up?" or "Can you fill me in?" or "What's going on?"

As you **GATHER INFORMATION...**

*...What clarifying questions might you ask?*

*...What educated guesses might you make?*

**TIPS**

- ✓ Provide reassurance.
- ✓ Ask questions.
- ✓ Take guesses.
- ✓ Reflect what you hear.

**WHAT IS THEIR CONCERN(S)?**

**INGREDIENT #2: SHARE**

**WHAT IS YOUR CONCERN(S)?**

**TIPS**

- ✓ Be specific but brief.
- ✓ Is it about... Health? Safety? Learning? Impact on others?
- ✓ Start with 'And' instead of 'But.'

You're ready for Ingredient #2 when:

- You understand their concern(s).
- You've learned something new.
- You can imagine solutions.
- Everyone is calm.

You're ready for Ingredient #3 when:

- You have two sets of concerns (not solutions) on the table.
- Everyone is calm.



# INGREDIENT #3: COLLABORATE

## FRAME THE PROBLEM.

"I wonder if there's a way we can address..."

...and also...

...what matters to you...

...what matters to me."

"...Do you have any ideas?"

## POTENTIAL SOLUTIONS

*Proposed Solution*

*Proposed Solution*

*Proposed Solution*

Addresses [your concern(s)]? **YES** or **NO**  
 Addresses [my concern(s)]? **YES** or **NO**  
 Is it doable/realistic? **YES** or **NO**  
 Brings up other concern(s)? **YES** or **NO**  
 Notes:

Addresses [your concern(s)]? **YES** or **NO**  
 Addresses [my concern(s)]? **YES** or **NO**  
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 Addresses [my concern(s)]? **YES** or **NO**  
 Is it doable/realistic? **YES** or **NO**  
 Brings up other concern(s)? **YES** or **NO**  
 Notes:

**WHICH SOLUTION(S) WILL YOU TRY?**

**NOTES ABOUT CHOSEN SOLUTION(S)** (optional):

**WHEN AND HOW WILL YOU REVISIT?**



You're done when you have:

- A mutually satisfactory and realistic solution.
- A plan to enact the solution and to revisit if the solution doesn't work.

### TIPS

- ✓ Any idea is worth considering. ✓ Let them share their ideas before you share yours.
- ✓ There is no "right" number of solutions to test. Use additional paper if needed.