

Essential Areas for Improvement (AFI) Example

<p>1. Counterproductive Behavior(s) (Box 4 – Pattern Chart)</p> <p>Circular/indirect communication in giving feedback, or delivering messages/decisions. Softer language, not getting to the point. hedging observations, providing an out/making excuses to the other person. Distracted eye contact. Diplomatic language/"kind of" communicating - talking in a way that makes it seem like something is not final or open for further debate.</p>	<p>4. Ego Benefits (Box 5 – Pattern Chart)</p> <p>I temporarily feel better about myself. Don't have to deal with the conflict or any adverse reaction from the person/party I'm dealing with.</p>	<p>6. Elan/Purpose</p> <p>Create an environment of clarity, safety and learning.</p>
<p>2. Internal Red Flag Mind chatter cassettes</p> <p>"I can't just come out and say it" "What will this person say to others?" (awfulizing how network/others will be displeased)</p> <p>Body Sensation</p> <p>Pit in my stomach, tightness in throat.</p>	<p>5. Costs/Ripple Effects (Box 6 – Pattern Chart)</p> <p>Uncertainty in receiving party. I have to spend time going back to the parties involved, clarifying, rationalizing, attempting to manage their feelings and expectations and ultimately get there, but after a lot more discussion. Extra/wasted time, Other ppl get pissed because they thought it was decided but I'm not being clear, so it's dragging.</p>	<p>7. Practices</p> <p>Notice when I have a difficult conversation coming and get set before hand</p> <p>-- remember the costs if I don't do it. How will affect other ppl if I don't address this with this person? -- being clear with myself that I have to/will deliver the decision State the difficult message simply and up front. Get right to the bottom line</p>
<p>3. Ego Threats/Self-worth Anxieties (Box 3 – Pattern Chart)</p> <p>Feeling or looking like an a**hole (Dreaded Image) Look like I don't care about others. They'll think I'm better than them (arrogant)</p>	<p>8. Support</p> <p>Declare to my COO which conversations I'm going to have. Give him permission to challenge me if I delay or only have it partially</p>	