



## Addressing an Issue Productively

*When you have a problem with a teacher, you should follow the following ten-step procedure for arriving at a productive solution.*

1. **Set a time and place to talk** – “I want to discuss with you an issue that concerns both of us. When and where would be a good place to do this?” (Agree on a time and place. Be sure to provide enough time and insure complete privacy.)
2. (When you have arrived at the appropriate spot), **State your intentions and expectations for the outcome of this meeting.** “I intend to raise an issue about a certain way we are working together. I hope we can join together to create a solution that will be agreeable to you as well as me.”
3. **State the event.** “Remember when...” (Wait for acknowledgment).
4. **State your feelings about the event and end your statement with a question.** “When you.... I felt ..... I felt that way because I wanted ..... . How are you feeling?”
5. **Explore all relevant information concerning the event.** “I’d like to tell you my view of what happened and I want to hear your side also.” DO NOT GO FOR SOLUTIONS YET.
6. **Repeat the teacher’s view of the event.** “OK, let me see if I understand your statements. What you’re saying is .....
7. **Explore solutions that would satisfy both of you.** “Maybe now that I understand what you were thinking about and you understand what I was thinking about, we can explore some ways to solve this kind of thing in the future.” What can I do to make you more effective? Here’s what you can do to make me more effective.
8. **Offer a fair-exchange.** “OK, I’ll perform this for you in the future, if you perform what I want you to do in exchange.”
9. **Test for agreement and commitment.** “Do you really think we can carry this bargain out? What will we do if someone breaks their half of the agreement?”
10. **Sum up.** “I think we have agreed that....”