



INCIDENT MANAGEMENT TEAM

Theimt.org
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ABCs of Verbal Diffusion

Key Issues:

1. Approach
2. Introduction
3. Rapport
4. Problem Solving
5. Take Action!

A Acquire Information

B Boil It Down

C Collaborate - Generate Alternatives / Solutions

Your Mindset: Be a “Problem Solver”!

1. Introduce yourself- **Use person’s Name**
2. **Make the First 30 Seconds count!**
3. Be a ‘Problems Solver’
4. Use “same word” feedback. – “Mirroring” / “Reflecting”
5. **Validate / Clarify their feelings, motives: What is their view of the situation?**
Try to determine the “outcome” individual is seeking.
6. **Show “empathy” and respect**
7. Suggest possible alternatives / “solutions”.
8. Try to **understand the “emotions”** that may be behind their requests
9. Express desire “to help and solve.”
10. **Show Curiosity** - Ask open-ended questions
11. Help individual develop “a plan” to resolve situation.
12. **Summarize actions** that need to be taken
13. Ask for agreement and cooperation – Decide on appropriate action plan
14. **Make the “last 30 Seconds” count!**
15. **Thank them for talking with you!**

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