

REALITY

NOW

- Tell me how you see the situation/issue.
- What language or cultural differences are involved?
- What kind of conflict / challenge / difficulty has to be overcome?
- How do cultural and language differences affect you and your work?
- How do language and cultural differences affect the team dynamic?
- How does the situation make you feel?
- How do you react and handle it?
- Why do you think your colleague behaves this way?
- What steps or action have you taken to address the matter?
- How effective were these actions?
- How much do you know about cultural and language differences?

CHOICE

- What would you like to see happen next?
- What are the first steps you could take to address the issue?
- How would you feel about taking these steps?
- What support/skills will you need to act?
- Who else might you need to involve?
- What would happen if you took these steps?
- What would a conversation with ... sound like?
- How might they respond and how would you feel?
- What other steps could you take?
- What worries you about acting?
- What support can I give you?

OPTION

GOAL

- I would like to discuss how to sensitively deal with cultural and language differences within the team / between colleagues.

WAY FORWARD

M.A.P.

- What action(s) do you need to take and by when?
- Will you discuss and share your chosen plan/acquired skills/knowledge with others?
- How will you monitor progress and results?
- When will you implement your chosen action(s)?
- What specific actions will you take to achieve your goals?
- When will you review your performance and results?
- When will you meet with the employee to review your relationship?