

next**Arrow**
The Four "I" Model

INTENTION

Identify and communicate your intention for having the conversation.

"I'd like to have a conversation with you about how we can improve the way we respond to ideas and communicate decisions during team meetings."

INFORMATION

Communicate clearly and cleanly what you observed (i.e., data points).

"In our last two meetings, when Sarah suggested adding customer testimonials to the presentation and Raj proposed a different timeline for the rollout, both ideas were dismissed with comments like 'That's not feasible' or 'We don't have time for that,' without further discussion or exploration of their points."

IMPACT

Share why the feedback matters.

"I bring this up because this approach can discourage people from speaking up or sharing ideas in the future, which might limit the team's ability to innovate and solve problems collaboratively."

INQUIRY

Jot down 1-2 questions to open up the conversation.

"What's your perspective on how those meetings went? How do you think we can create an environment where people feel more comfortable sharing and discussing their ideas?"