



# Calling Behaviour Protocol

*(Difficult Conversations When All Else Fails)*



## STEP 1: Preparing for the Conversation

*Notifying the other party of the 'type' of conversation requested and making a time to talk that both people are able to be focused and fresh.*

**OUR TEAM APPROACH IS:**

## STEP 2: Having the Conversation

*Establishing clear ground rules to prevent conflict, allow gaps and breaks if needed and promote healthy outcomes.*

**OUR TEAM APPROACH IS:**

## STEP 3: Failure to Resolve Next Steps

*The agreed process to escalate issues and involve third parties if the matter is unable to be resolved.*

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