Connect & Correct: Tips for Engaging

Understand first. Explain later …

Step 1: Connect (Build trust)

PEARLA

P—Presence—focus on the person and the conversation
E—Empathy—consider what is going on for the other person
A—Acknowledge—reflect back what you hear, acknowledge what matters to them
R—Reflect and Reframe—notice their response; consider a reframing statement
L—Listen openly—listen to what they are saying below the surface
K—Ask—ask questions to clarify and build trust

Step 2: Correct (Address the problem)

DESC

D—Describe the behavior, be specific
E—Explain the impact
S—Seek alternatives and agreement
C—Clarify consequences

Report If Necessary

If you are unable to resolve the issues or engage effectively using the Connect & Correct process, consider reporting the situation to a supervisor to request assistance.