

The “Observation – Impact – Request” Method

Goal: To address and correct a problem with a colleague, student, or mentor

Intent: Keep emotions (anger, being upset) out of the conversation and come to a joint agreement on how to solve a problem

The steps:

1. Describe the behavior observed **without** assuming you know the other person’s motivation:

“I noticed that you haven’t sent your writing assignments on time for the second week”

2. State the impact it had on you or others:

“When you do this, your writing mentors have to work late to review your paper, or you risk missing out on valuable feedback.”

3. Request the student propose a solution and come to an agreement:

“What do you propose you could do differently and by when?”

