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?”