Scenario 1:

One of your direct reports is consistently late or misses team meetings which is stalling project updates, resulting in project timeline changes which will impact achieving quarter goals. You want to make them aware of the impact these delays have on the team and your team KPIs.

Micro-Yes	Describe	Impact Statement	Suggest/Request

Four-part formula:

1: The Micro-Yes

Goal: Gets buy-in and allows the recipient to prep.

Example 1: Do you have 5 minutes to talk about how your meeting went with Derek?

Example 2: Can I share my thoughts with you about the email to Isabel?

2: Describe

Goal: Focuses on behavior, not the person. It is observable and specific.

Example 1: You said you'd get that email to me by 11am, and I still don't have it yet.

Example 2: During the meeting, you told everyone your plan to adjust the budget without checking with me first.

3: Impact Statement

Goal: Provides clarity on why behavior/action matter and its impact on others.

Example 1: Because I didn't get the message, I was blocked on my work and couldn't move forward.

Example 2: I liked how you added those stories because it helped me grasp the concepts faster.

4: Suggest/Request

Goal: Creates alignment and commitment.

Example 1: How is what I shared landing for you?

Example 2: What do you think we should do next?

Scenario 2:
A member of your team always hits deadlines but the work is filled with typos and sometimes misses key information. You want to let them know the impact this has on the end product and how it impacts your time.

Micro-Yes	Describe	Impact Statement	Suggest/Request

Four-part formula:

1: The Micro-Yes

Goal: Gets buy-in and allows the recipient to prep.

Example 1: Do you have 5 minutes to talk about how your meeting went with Derek?

Example 2: Can I share my thoughts with you about the email to Isabel?

2: Describe

Goal: Focuses on behavior, not the person. It is observable and specific.

Example 1: You said you'd get that email to me by 11am, and I still don't have it yet.

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Goal: Provides clarity on why behavior/action matter and its impact on others.

Example 1: Because I didn't get the message, I was blocked on my work and couldn't move forward.

Example 2: I liked how you added those stories because it helped me grasp the concepts faster.

4: Suggest/Request

Goal: Creates alignment and commitment.

Example 1: How is what I shared landing for you?

Example 2: What do you think we should do next?

Scenario 3:

You (and the rest of your team) overheard one of your team speaking condescendingly to a new intern when they botched a copying job. You want to let them know the effect this has on their professional brand and on their relationship with the rest of the team.

Micro-Yes	Describe	Impact Statement	Suggest/Request

Four-part formula:

1: The Micro-Yes

Goal: Gets buy-in and allows the recipient to prep.

Example 1: Do you have 5 minutes to talk about how your meeting went with Derek?

Example 2: Can I share my thoughts with you about the email to Isabel?

2: Describe

Goal: Focuses on behavior, not the person. It is observable and specific.

Example 1: You said you'd get that email to me by 11am, and I still don't have it yet.

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Goal: Provides clarity on why behavior/action matter and its impact on others.

Example 1: Because I didn't get the message, I was blocked on my work and couldn't move forward.

Example 2: I liked how you added those stories because it helped me grasp the concepts faster.

4: Suggest/Request

Goal: Creates alignment and commitment.

Example 1: How is what I shared landing for you?

Example 2: What do you think we should do next?

Scenario 4:

Your team member excels at working independently but often has trouble collaborating with others or providing input during meetings. You want to let them know that they have a strong work ethic and it would benefit others if they spoke up more in meetings to learn from them.

Micro-Yes	Describe	Impact Statement	Suggest/Request

Four-part formula:

1: The Micro-Yes

Goal: Gets buy-in and allows the recipient to prep.

Example 1: Do you have 5 minutes to talk about how your meeting went with Derek?

Example 2: Can I share my thoughts with you about the email to Isabel?

2: Describe

Goal: Focuses on behavior, not the person. It is observable and specific.

Example 1: You said you'd get that email to me by 11am, and I still don't have it yet.

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3: Impact Statement

Goal: Provides clarity on why behavior/action matter and its impact on others.

Example 1: Because I didn't get the message, I was blocked on my work and couldn't move forward.

Example 2: I liked how you added those stories because it helped me grasp the concepts faster.

4: Suggest/Request

Goal: Creates alignment and commitment.

Example 1: How is what I shared landing for you?

Example 2: What do you think we should do next?

Scenario 5:

A member of your team constantly complains in your weekly 1:1s about being overworked. You've discussed steps they could take to better manage their time and delegate, yet you notice this team member is the first to volunteer for projects, committees, and working groups outside of your team's daily responsibilities. You want to let them know you support their stretch assignments and growth aspirations while also letting them know they need to recognize when they're creating their own stress.

Micro-Yes	Describe	Impact Statement	Suggest/Request

Four-part formula:

1: The Micro-Yes

Goal: Gets buy-in and allows the recipient to prep.

Example 1: Do you have 5 minutes to talk about how your meeting went with Derek?

Example 2: Can I share my thoughts with you about the email to Isabel?

2: Describe

Goal: Focuses on behavior, not the person. It is observable and specific.

Example 1: You said you'd get that email to me by 11am, and I still don't have it yet.

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3: Impact Statement

Goal: Provides clarity on why behavior/action matter and its impact on others.

Example 1: Because I didn't get the message, I was blocked on my work and couldn't move forward.

Example 2: I liked how you added those stories because it helped me grasp the concepts faster.

4: Suggest/Request

Goal: Creates alignment and commitment.

Example 1: How is what I shared landing for you?

Example 2: What do you think we should do next?