

STAR³



S SMALL EGO. BIG MISSION. WE > ME.

T TELL THE TRUTH IN LOVE TO GET BETTER TOGETHER.

A ASSUME POSITIVE INTENT. DO NOT TAKE IT PERSONALLY. MANAGE EMOTIONAL ENERGY. NO PERSONAL ATTACKS.

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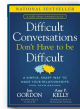
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Conversation STARters



Directions:

Use Conversation STARter Cards to discuss how to have an effective conversation with the provided scenario using the STAR³ model. The cards can be used in a team discussion, partner discussion, and/or personal reflection, then filling out a Conversation Preparation Plan.

Conversation STARters



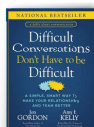
Scenario: Missed Deadlines

You are a team leader, and a team member has repeatedly missed deadlines.

Your Conversation Opportunity

You must address the pattern of missed deadlines without damaging morale.

Conversation STARters



Scenario: A Colleague Takes Credit

A coworker presented your idea as their own in a meeting.

Your Conversation Opportunity

You want to address the situation while preserving teamwork and relationships.

Conversation STARters



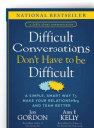
Scenario: Declining Additional Work

You are overloaded and have been asked to take on another task.

Your Conversation Opportunity

You need to decline the task without seeming like you are not committed.

Conversation STARters



Scenario: Giving Critical Feedback

You must give a peer feedback on a presentation that missed key points.

Your Conversation Opportunity

You need to balance honesty and encouragement while addressing the missed points.

Conversation STARters



Scenario: Team Gossip

You overheard a colleague spreading rumors about a teammate.

Your Conversation Opportunity

You want to stop the behavior without escalating conflict.

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Conversation STARters



Scenario: Remote Work Communication

A colleague consistently appears to be distracted in remote meetings. This individual turns off their camera and often appears to not be listening when asked to contribute to discussions.

Your Conversation Opportunity

You must have a discussion to improve the colleague's engagement.

Conversation STARters



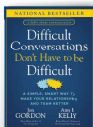
Scenario: Managing Up

Your manager is canceling meetings with you and the team at the last minute. The manager is also unavailable when you try to reach them during business hours.

Your Conversation Opportunity

You want to raise concerns respectfully while getting yourself and the team the support needed.

Conversation STARters



Scenario: Signs of Burnout

You've noticed a colleague is showing signs of burnout. The person is saying less in meetings, turning in work late, and complaining about having an unfair workload.

Your Conversation Opportunity

You want to check in without overstepping.

Conversation STARters



Scenario: Underperforming Team Member

A team member's work is consistently below expectations.

Your Conversation Opportunity

You must address the situation constructively during a check-in.

Conversation STARters



Scenario: Boundaries and Balance Issues

A coworker contacts you after hours for non-urgent matters.

Your Conversation Opportunity

You want to set boundaries without sounding dismissive.

Conversation STARters



Scenario: Supervisor Overload

Your supervisor frequently asks you to work overtime.

Your Conversation Opportunity

You need to share your concerns while maintaining a good relationship.

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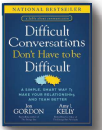
Conversation STARters



Scenario: Managing Schedules and Team Participation
You are invited to an after-work event but want to decline.

Your Conversation Opportunity
Prepare an approach to decline without alienating your teammates.

Conversation STARters



Scenario: Team Member Behavior
A new team member's approach clashes with the team's communication style.

Your Conversation Opportunity
You need to address tension about their approach without discouraging the new team member.

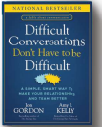
Conversation STARters



Scenario: Performance Feedback to a Teammate
A teammate made a mistake that cost the team a win.

Your Conversation Opportunity
You want to address the mistake without causing resentment.

Conversation STARters



Scenario: Disagreeing with the Coach
You disagree with the coach's strategy.

Your Conversation Opportunity
You want to bring the issue up respectfully.

Conversation STARters



Scenario: Benched Player's Frustration
A player is frustrated after being benched.

Your Conversation Opportunity
You want to support them without undermining the coach.

Conversation STARters



Scenario: Addressing Poor Effort
A teammate isn't putting in effort during practice.

Your Conversation Opportunity
You need to bring it up to maintain standards.

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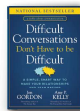
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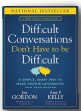
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Conversation STARters



Scenario: Conflict Over Roles

Two players are disputing who should lead.

Your Conversation Opportunity

You need to mediate the tension.

Conversation STARters



Scenario: Player Disrespects Referee

A teammate publicly criticized a referee.

Your Conversation Opportunity

You need to remind them of sportsmanship expectations.

Conversation STARters



Scenario: Parent Interference

A parent is directing their child loudly from the sidelines.

Your Conversation Opportunity

You must ask them to step back without offending them.

Conversation STARters



Scenario: Perception of Unfair Playing Time

Players feel that playing time is not being fairly distributed.

Your Conversation Opportunity

You and the other players want to bring this up to the coach in a productive way.

Conversation STARters



Scenario: Teammate Bullying Another Teammate

One player is teasing another repeatedly.

Your Conversation Opportunity

You must step in to stop it.

Conversation STARters



Scenario: Personal Problem Affecting Play

A player's personal issue is affecting team performance.

Your Conversation Opportunity

You want to offer support to help the teammate and support the team without prying.

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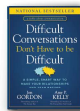
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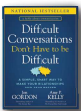
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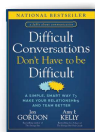
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Conversation STARters



Scenario: Administrator Differences

You disagree with a directive from an administrator.

Your Conversation Opportunity

You want to challenge it professionally.

Conversation STARters



Scenario: Colleague Resistant to Change

A colleague refuses to adopt an organization-wide change.

Your Conversation Opportunity

You want to support the individual while upholding the organization's plans and commitments.

Conversation STARters



Scenario: Did Not Receive a Promotion

A person on your team did not receive a promotion.

Your Conversation Opportunity

You want to support the individual while explaining how they can move forward successfully.

Conversation STARters



Scenario: Client Complaining

A client complained about one of your team's behaviors.

Your Conversation Opportunity

You want to share the details with the team member while protecting the client and team member's relationship.

Conversation STARters



Scenario: High Performer Gets Extra

There is a person on your team who closes deals but treats other members of the team poorly. Team leadership is not doing anything to address the behavior.

Your Conversation Opportunity

You want to share how this is impacting morale on the team.

Conversation STARters



Scenario: Parking Space

A team member is parking in one of the spaces reserved for people who need accessibility support.

Your Conversation Opportunity

You want to have a conversation to stop this from impacting the people who need accessibility support.