



**ACT**  
Government



# REAL TALK Framework: Raising Concerns with a Colleague

## REAL TALK FRAMEWORK – RAISING CONCERNS with a colleague



### REALITY

#### DESCRIBE THE PROBLEM / ISSUE

Put it in context  
Focus on facts

#### DESCRIBE HOW IT'S AFFECTING YOU

How it makes you feel?  
How it impacts on your  
work?

#### DISCOVER THEIR UNDERSTANDING

Ask: how do you  
see things?

### STAGE 1

### EMPATHISE

#### SEEK TO UNDERSTAND

Acknowledge:

- the facts
- other points of view
- others perceptions

#### ACTIVELY MANAGE YOUR EMOTIONS

Don't **Blame**  
Don't **Accuse**  
Don't **Judge**

### STAGE 2

### ACTION

#### FOCUS ON PRACTICALITY

Suggest how to move  
forward.

What you might want  
the other person to do  
differently?

#### COLLABORATE

Take shared  
ownership and  
responsibility for  
actions.

### STAGE 3

### LEAD

#### RESOLUTION OPTIONS

Agree on actions

or

Agree to disagree  
respectfully

or

Escalate if necessary

NB: one or both parties can refer

### STAGE 4



**ACT**  
Government



# REAL TALK Framework: *Listening to the Concerns of a Colleague*

## REALITY

### FOCUS

Listen respectfully.  
Don't interrupt.

### ACTIVELY LISTEN

Maintain eye contact.  
Don't immediately judge  
or evaluate.  
Observe body language.

### DISCOVER

Ask questions to clarify or  
gather more information.

## STAGE 1

## EMPATHISE

### SEEK TO UNDERSTAND

Paraphrase to clarify.  
Notice any feeling behind  
words.

### ACTIVELY MANAGE YOUR EMOTIONS

Don't **Blame**  
Don't **Accuse**  
Don't **Judge**

## STAGE 2

## ACTION

### FOCUS ON PRACTICALITY

Be open and respectful  
to suggested options for  
action.

### COLLABORATE

Share ownership and  
responsibility for actions.

## STAGE 3

## LEAD

### RESOLUTION OPTIONS

Agree on actions  
or

Agree to disagree  
respectfully  
or

Escalate if necessary

NB: one or both parties can refer

## STAGE 4

