

# Collaborative Problem Solving Script

## Define the Problem

**Step  
1**

“ This is what I have noticed...what’s up?”  
“ Check this out...(show evidence)...can you tell me what’s going on?”  
“Can you help me understand what this is about?”

## Empathy Step

**Step  
2**

“I can see how this makes you feel...”  
“I would probably feel that way too, if...”  
“This must be really hard...”

## Invitation/Brainstorming Step

**Step  
3**

“Can you think of a way to solve this that takes into account both of our priorities?...I’m glad we were able to work on this together.”  
“I am looking forward to this being a success for both of us.”

