

IDEA™ Model “Breakdown to Breakthroughs”

Issue & Interests

Open/Closed Questions

This stage is an opportunity for us to gather **information** and understand where we individually are coming from with respect to the **issues** and **interests** in the challenge we are having. What’s often helpful is focusing on 1 or 2 topics so as to not become overwhelmed

- What’s on your mind?
- Is there anything specifically that you feel you would need clarity on that would make you feel that this meeting was productive?
- What’s happened? What concerns you most about what’s happened?
- What is/isn’t working for you about the situation?
- What do you want to accomplish?

Discussion

Reflective Questions

This stage is more focused on listening to and understanding each other by having a **discussion** and **dialogue** (maybe even a bit of a **debate**) about the impact of the issues & interests shared.

- What do you think may happen if the situation does not change?
- What do you think about what xxx has said?
- Can you help me understand what xxxx could have done differently?

Exploring & Evaluating Options

“What If” Questions

This is the stage where the focus changes from the past to the future as we **explore** and **evaluate** possible actions we individually could take to make things better.

- What if the situation could be made better? What would that look like?
- What if there was something you could each do to make things better? What could be some of those things?
- What do you think about trying out?

Agreement & Action, Apology, Acceptance

Necessity Questions

This is the stage where we focus on an **agreement** and taking specific **action**. What needs to happen and what commitments, if any, do we need to act on?

- What do you think is *necessary* for xxxx to do (or not do) so that future communications can be better? Is an apology necessary? If there’s no resolution how do you best just accept where things are?
- What do you think is necessary for you to do so that situation can be made better?