

# Boundaries Crossed?

## Be a Star

# S

- State the purpose of the conversation .
- Start with something you agree on.
- Show what's in it for them.
- Safety is important. Don't threaten/blame.

# T

- Take control of your emotions. Be curious not furious.
- Tell what you want, and what you don't.
- Talk tentatively, don't judge.

# A

- Accept your responsibility
- Ask for their view of the situation.
- Appreciate they may see things differently.
- Assess what is realistic.

# R

- Resolve. If the solution they suggest is not acceptable, what are the options?
- Record decisions taken. This can just be an email confirming what 's decided.

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