Connect & Correct: Tips for Engaging

Understand first. Explain later …

Step 1: Connect (Build trust)

PEARLA

P - Presence—focus on the person and the conversation
E - Empathy—consider what is going on for the other person
A - Acknowledge—reflect back what you hear, acknowledge what matters to them
R - Reflect and Reframe—notice their response; consider a reframing statement
L - Listen openly—listen to what they are saying below the surface
A - Ask—ask questions to clarify and build trust

Step 2: Correct (Address the problem)

DESC

D - Describe the behavior, be specific
E - Explain the impact
S - Seek alternatives and agreement
C - Clarify consequences

Report If Necessary

If you are unable to resolve the issues or engage effectively using the Connect & Correct process, consider reporting the situation to a supervisor to request assistance.
Tips and Tools for Connecting with PEARLA

Presence
Take three deep breaths to focus and let go before moving on to what is next.

Empathy
Put yourself in the others’ shoes. Engaging from a place of empathy is a good way to respond when strong emotions are present to support the person and manage your own reaction to their emotions.

Acknowledgement
Understand first, explain later

- Acknowledging what matters to someone shows respect and invites collaboration.
  - “I know it is important for you to have input into this decision.”
- Acknowledging why it matters to them demonstrates empathy and understanding.
  - “I know it is important for you to have input into this decision so that it feels like a fair process.”

Reflecting and Reframing

Reflect back what may be important to the person who is making the statement and provide an alternative way to view the situation that captures what matters most to that person.

- Example: “Doesn’t anyone know what they’re doing around here?”
  Reframe:
  - It sounds like there is information that you feel you are not getting- what information would be helpful to you right now?
  - It sounds like you are not able to rely on the staff- tell me what would make you more comfortable.

Listen

Listen to the facts, the emotions, and the meaning behind the words. Suspend judgment and postpone solutions until you have clearly heard the other person’s story.

Ask Clarifying Questions

Use questions to clarify the situation and show you are interested in what matters to the person speaking. Questions are a form of perspective taking. They may help you better understand the situation and provide a framework for developing effective solutions. Avoid “why” questions and judgmental statements, and ask questions of curiosity:

<table>
<thead>
<tr>
<th>Questions of curiosity</th>
<th>Advice</th>
</tr>
</thead>
<tbody>
<tr>
<td>What has gotten you so upset?</td>
<td>You just need to calm down.</td>
</tr>
<tr>
<td>What have you tried so far to address this?</td>
<td>Have you tried just telling him to stop?</td>
</tr>
<tr>
<td>What do you think is the impact on the team of your behavior? Do you want to know?</td>
<td>If you don’t stop, no one is going to want to work with you.</td>
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