

The **DESC Method**

For Managing Tough Conversations



Describe the Behavior

- Take emotions out of the discussion and stick to the facts.



Express the Impact

- Share how it affects you, the team, or results.



Specify What You Need

- Be very clear on what is needed in the future so that someone can understand the expectation.



Consequences or Next Steps

- With a clear expectation, the individual needs to understand the consequences for not meeting it.

Example:

“When you interrupt me during our meetings (D), it undermines my authority and it takes away from my ability to present my ideas to the larger group (E). In the future, please wait until I have completed talking before asking your questions or raising your concerns (S), or I will ask that you leave the meeting (C).”