



Get The Future You Want

DESCC Process

Whenever someone is not doing what you want, meet with the person and take them through the following steps in the conversation.

Be sure to pause between each step to let them absorb what you are saying and hear their reactions. Then move to the next step.

Describe the past actions in detail

Explain the impact of the actions

State what you want from the person

Contract for commitment to changes

Communicate consequences

See next slide for detailed explanation of the DESC Process

DESCC Process

Describe the past actions in detail

Be specific (facts, observations)
No generalizations
No labels (e.g., sloppy, lazy)

Explain the impact of the actions

Explain negative effect on:

- Your group
- Your team
- Your project
- Your company
- Your customers
- You and the relationship

State what you want from the person

How do you want things to be
How do you want the person to act

Contract for commitment to changes

What is causing this to happen
Problem solve to eliminate the cause
Ask person to describe what they will do differently and commit to it

Communicate consequences (“+” or “-”)

State what might happen if the person does or doesn't do what you want