

Part Two: What does the other person want?

1. What does the other person want?
2. What is the **cost** of the requested change for this person, from **their** point of view?
3. What is the **benefit** of the requested change for this person, from **their** point of view?
4. How will this change affect the rest of the library: other staff and library users, other library departments, the whole library, the larger institution or community?

Part Three: What will you change about your behavior to achieve your desired outcome?

1. What are you going to change about your behavior to achieve your desired outcome?
2. What kind of feedback do you need to collect about your own current behavior?
3. What is your bottom line?