

1:1 Pre-Wire Check-In Cheat Sheet

Before facilitating a pre-wire check-in to diffuse emotional reactions to change, review the example prompts and scripting below to prepare for the conversation.

Logistics for a Pre-Wire Check-In:

- Conversation can be brief, e.g. 5-20 minutes
- In-person is preferable
- Over the phone can be effective, especially if you and your colleague don't work at the same facility
- Email is not recommended, because you won't get a good read of their reaction

Components of an Effective Pre-Wire Check-in

1 Open (10% of Check-In)

Kick off the conversation on a positive or neutral note. Example scripting:

- “I wanted to spend a few minutes looping you into a change I'll be sharing with the broader group at next week's team meeting.”
- “You've been able to rally our team in the past. I'd love to get your quick take on an upcoming change.”

▶ **Tip: Time-Bound the Check-In:** Set the expectation upfront that this is a brief initial check-in.

2 Listen (80% of Check-In)

Resist the urge to respond to reactions in the moment; listen attentively to ensure your colleague feels heard. Example scripting:

- “I'd like to pause for a moment to hear any and all reactions you have.”
- “Because you're most in tune with what the rest of our colleagues are thinking, I'd like to hear any reactions that you have or that you think others may have.”

▶ **Tip: Practice Active Listening**

- | | |
|---|---|
| <input type="checkbox"/> Resist the urge to interrupt | <input type="checkbox"/> Maintain a relaxed posture |
| <input type="checkbox"/> Make deliberate eye contact | <input type="checkbox"/> Summarize comments: “What I'm hearing you say is...” |

3 Close (10% of Check-In)

Give the person a tangible next step to increase their buy-in. Choose one of the following ways to close:

- **Leverage Good Ideas:** “Would you be willing to share what we've discussed during the meeting next week?”
- **Channel Criticism:** “I think you've made some really valid points—especially X. Can I ask you to share your idea with the group?”
- **Ask for an Open Mind:** “I'm asking you to suspend your disbelief during the meeting to hear from others in the room.”