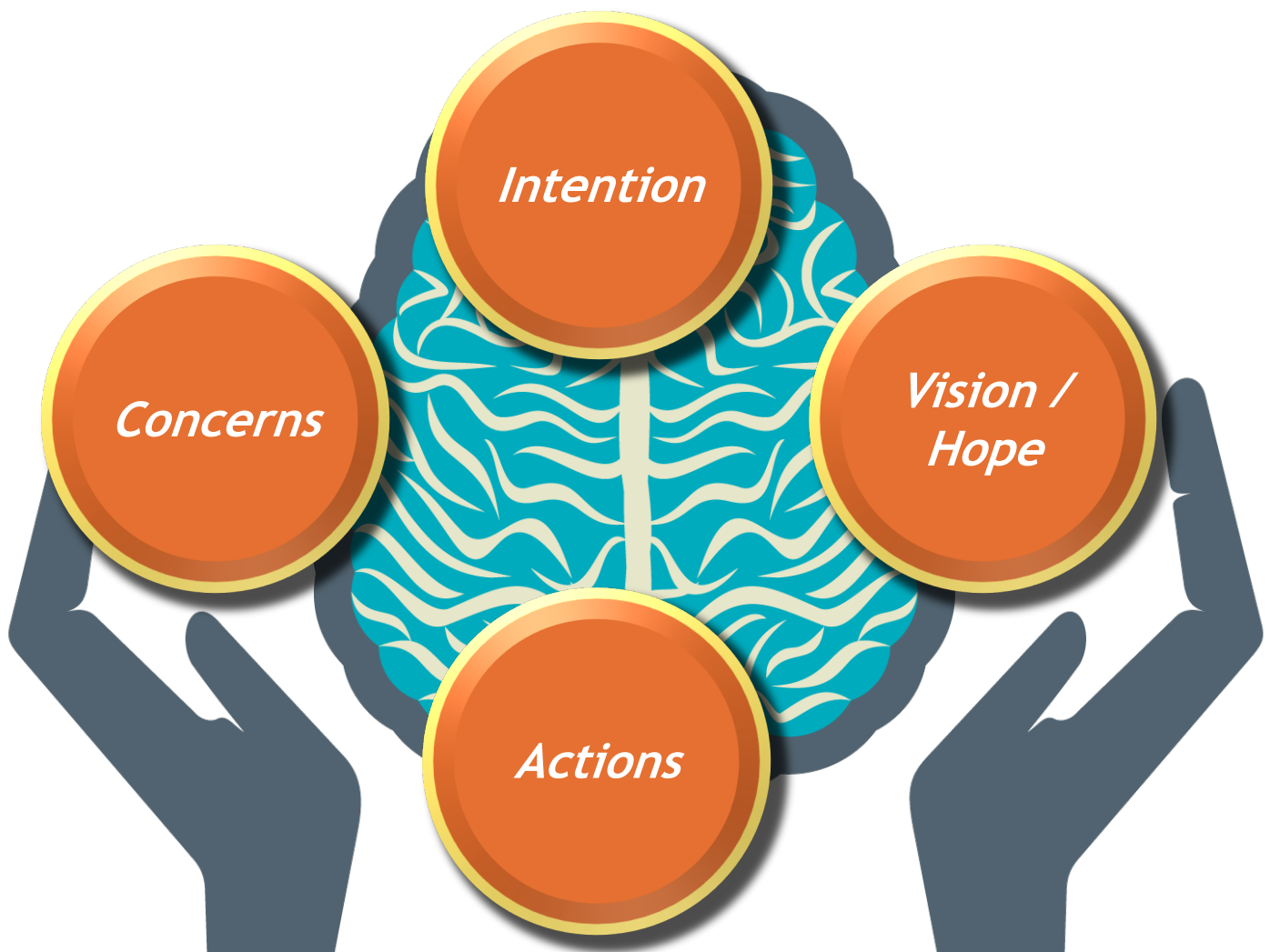


iCVA

“iCVA” stands for Intentions, Concerns, Vision, and Actions.

- INTENTION helps us think about our own personal intentions and feelings.
- CONCERNS are problems or difficulties that individuals or group members may perceive.
- VISIONS are hopes or ideas about the ideal state – what things *should* be like (or sometimes, what they *used* to be like).
- ACTIONS are concrete suggestions about how the concerns should be resolved and the vision accomplished.

Use this model to facilitate discussion toward positive, constructive goals.



iCVA

Use the CVA model to guide your discussion.

Start with “I” (Intention)

- What is your intention? (How do you want to “show up?”)
- What impact is your communication likely to have on the other?
- What outcome do you want from the interaction?
- Are you ready to have this conversation?
- Are you able to be a good listener as well as a respectful speaker?
- Assess your “wants.” What is realistic? What can you reasonably influence?

Vision (Hope/Goal)

- What is *your* vision, hope or goal? (For the situation? For the relationship?)
- What is the vision, hope or goal for the others involved? (Take a positive guess)
- How will you talk about the vision, hope or goal? (Make it inspirational!)
- What do you want or need to express?
- What can you *ask of others* about the vision, hope or goal?

Concerns (Problem/Current Reality)

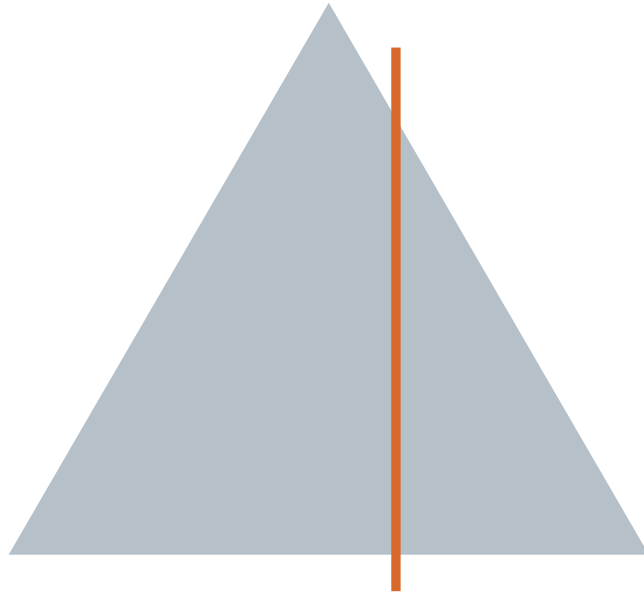
- What IS the current situation?
- What are *your* concerns? Challenges?
- How do you see the situation?
- What needs to be said? (And how can it be said with kindness?)
- What do you want to *ask* about others’ concerns?
- What facts, feelings or perceptions do you need to explore or confirm?
- What “good reasons” might others have for doing what they are doing?

Actions

- What should we *do* to address our concerns?
- What should we *do* to achieve our vision?
- What is the appropriate involvement for you and for others?
- What actions do you NOT want to take?
- Who else might play a role?
- ***Be specific and tangible.***



Proactive and Reactive iCVA Conversations



Proactive iCVA Conversations

Use when: Looking ahead at *potential issues* and being proactive!

Sounds like:

- *I: "My intention is to get clear on this task so I know I can commit."*
- *V: "What would success look like for you?"*
- *C: "I'd like to clarify my role and scope of responsibility before we move ahead."*
- *A: "Can we build a quick workplan to keep us on track?"*

Reactive iCVA Conversations

Use when: Something has gone wrong, and you want to repair.

Sounds like:

- *I: "My intention is to get this work back on track."*
- *C: "I'm concerned because X, Y or Z didn't happen as I expected, and I wasn't able to deliver on my part."*
- *V: "Let's figure out what happened and how to move forward together so we can both be successful."*
- *A: "Who will do what by when?"*

iCVA Practice Prep Worksheet

Situation:

Tanishka often has a hard time taking accountability for missed deadlines or errors in her work. How would you structure an ICVA conversation with her to address these concerns?

Use the questions below to help you prepare for your iCVA conversation...

- What is your intention as you set out to address the situation?
- What concerns do YOU have about the situation and how will you describe them?
- What concerns do you think the other person might have about what has happened and will happen the situation?
- Craft at least one question that you could ask the other person about their concerns.
- What is your vision for how to move forward?
- How will your vision address *their* concerns?
- How might THEY articulate a vision for the future?
- What **actions** would you like to propose? What follow-up will be necessary?

iCVA Practice Prep Worksheet

Situation:

Gretchen refuses to use Flinn's they / them pronouns in the office. She claims that doing so isn't grammatically correct and as someone with a master's degree in English, it is embarrassing for her to use poor grammar in the office.

Use the questions below to help you prepare for your iCVA conversation...

- What is your intention as you set out to address the situation?
- What concerns do YOU have about the situation and how will you describe them?
- What concerns do you think the other person might have about what has happened and will happen the situation?
- Craft at least one question that you could ask the other person about their concerns.
- What is your vision for how to move forward?
- How will your vision address *their* concerns?
- How might THEY articulate a vision for the future?
- What **actions** would you like to propose? What follow-up will be necessary?

iCVA Practice Prep Worksheet

Your Situation:

Choose a challenging (preferably DEI-centered) situation you are you dealing with at work.

Use the questions below to help you prepare for your iCVA conversation...

- What is your intention as you set out to address the situation?
- What concerns do YOU have about the situation and how will you describe them?
- What concerns do you think the other person might have about what has happened and will happen the situation?
- Craft at least one question that you could ask the other person about their concerns.
- What is your vision for how to move forward?
- How will your vision address *their* concerns?
- How might THEY articulate a vision for the future?
- What **actions** would you like to propose? What follow-up will be necessary?