# A Protocol for Clearing Questions and Responding to Complaints

## Goal

Surface and address all questions and complaints that exist for members of the group.

## Duration

30-45 minutes

## Pre-Work for Participants

* Come ready to ask any questions.
* Come ready to express complaints

## Agenda

### 1.0 Introduction (5 minutes)

Confirm meeting purpose and quick check-in.

**Question for everyone:** Anyone have anything you need to say or ask before we begin?

### 2.0 Background (5 minutes)

Share your intentions for the session. Express your appreciation for people’s willingness to be candid and thoughtful.

### 3.0 Questions and answers

Post these prompting questions, and respond to the questions and complaints that arise.

• What would you like to know, or ask about?

• What are you worried about?

• What complaints do you have?

• What is it that you want me to know or get?

### 4.0 Closing (10 minutes)

* + - **Review Commitments:** What are we going to do as a result of this discussion?
    - **Check Completion:** Is there anything else that needs to be said or asked on this topic?
    - **Ensure Alignment:** Is everyone OK with where we ended up? If not, what would make this work for you?
    - **See Value:** What are we taking away from this conversation?

## Resources

### Book

Meetings Matter: 8 Powerful Strategies for Remarkable Conversations

<http://paulaxtell.com/books/meetings-matter/>

### More About This Template

<http://www.lucidmeetings.com/templates/paul-clearing-protocol>