

I. M. P. A. C. T.

What are Small Impromptu Conversations?

- An effective response to a small negative incident.
- The purpose of this approach is to address a problem to avoid it escalating and to resolve the problem quickly.



Tip:

Active listening is a powerful tool that can increase connection and can be done as follows:

- paying attention
- holding off on judgments
- reflecting
- clarifying



Why do we use Small Impromptu Conversations?

- Facilitates opportunities to build relationships and increase social awareness.
- Models a healthy approach to conflict resolution and breaks the pattern of lower-level incidents that escalate or accumulate over time.
- Encourages people involved in the incident to talk to each other, express their feelings, and think about the **impact** of their behavior.

Examples of Small Impromptu Conversations:

"What is one thing you will do differently to make sure this doesn't happen again?"

"I want you to let me know how your day went"