

HOW TO TRACK SOMEONE WHEN THERE IS A PROBLEM, CONFLICT, OR ATTACK

Using Selwa Said's Tracking Method

Use a simple declarative sentence with your best guess about the deepest motivation or belief that person has. "You're upset about being interrupted."

Do

Use "you".
Say, "You're in a dilemma, pickle,
between a rock and a hard place.
Generalize if their problem is you.

Invite problem-solving
after tracking 3-4 times

"Are you interested. . ."

"Would you be willing. . ."

"Would you like to know why. . ."

Do Not

Preach, teach or get them to see.

Say, "I".

Ask a question..

Put a question mark in your voice.

Defend yourself.

Give reasons for your behavior.

Say "I understand. . ."

Repeat what they say.

Raise your voice or sound angry.

Go to problem-solving until they have
softened.

Problem solve until you get their

Buy-in.