

The Three-Question Team Reset

A practical conversation guide for moving from tension
to clarity, collaboration, and accountable action

1

OUTCOME

What are we trying
to protect?

2

PERSPECTIVE

What is each perspective
helping us see?

3

CLARITY

What must become clear
before we move forward?

PAUSE THE INTERPRETATION. CLARIFY THE WORK.

When the conversation needs a reset

Use this guide when tension is increasing but clarity is decreasing.

- The same positions are being repeated.
- People are assigning motives to one another.
- The shared outcome has become unclear.
- The team cannot complete the decision.
- Ownership is being assumed rather than confirmed.
- People appear to agree but leave with different interpretations.

Opening script

“Before we continue, can we pause and clarify what this conversation needs from us?”

What outcome are we trying to protect?

Clarify the shared result before debating the route.

1

SHARED OUTCOME

Different positions may reflect different ideas about what matters most. One person may be protecting speed, another quality, and another employee readiness, trust, cost, or capacity.

Team prompt: Can we agree on the result before we debate the route?

Write the shared result:

What outcomes or priorities are competing?

What cannot be compromised?

What is each perspective helping us see?

Surface information, concerns, risks, needs, and contributions.

2

PERSPECTIVE

PERSPECTIVE	WHAT IT MAY CONTRIBUTE
Perspective 1	
Perspective 2	
Perspective 3	
Perspective 4	

What information is still missing?

Whose experience has not entered the conversation?

Team prompt:

What contribution is this difference trying to make?

What must become clear before we move forward?

Confirm the decision, ownership, next action, timing, and check-back.

3

DECISION + OWNERSHIP

DECISION

What are we deciding?

OWNERSHIP

Who owns the next action?

AUTHORITY

What authority or support do they have?

TIMING

When is the action due?

CHECK-BACK

When will the team review progress?

Closing check:

Can each person state what was decided and what happens next?

End with shared clarity

Difference does not need to disappear. It needs enough structure to become useful.

1

What do you understand the decision to be?

2

What happens next?

3

What do you own?

Final reflection

What became clearer when the team stopped debating motives and clarified the work?

DIFFERENCE IS INEVITABLE.

CLARITY IS A CHOICE.