

EGRIP Method Overview/Tool

Steps	Actions
Emotions	<ul style="list-style-type: none"> • Use curiosity and subtle questioning to identify stakeholder values and goals. • Employ active listening to first grasp how they feel; then later show your comprehension to them. <p>Note: These are RIMS RM Professional core competencies.</p>
Goals	<ul style="list-style-type: none"> • Identify goals motivating stakeholder emotions. <ul style="list-style-type: none"> ○ Goals might be personal or professional. ○ A person might or might not realize that they have these goals. ○ What goals does the CBR factor impact?
Rapport	<ul style="list-style-type: none"> • Communicate to stakeholders shared goals. • Emphasize unity of purpose, building rapport. • Build trust by mirroring, echoing in your own words, points made by the stakeholder. • Continue active listening to exhibit empathy, without necessarily agreeing with accuracy of their assessment of situation or issue.
Information	<ul style="list-style-type: none"> • Move to stakeholder CBR emotional block issue. • The key is to show how CBR denialism can lead to undermining stakeholder long-term goals. • Be careful not to arouse a defensive or aggressive response.
Positive reinforcement	<ul style="list-style-type: none"> • Conclude conversations with positive reinforcement for stakeholders accepting facts about CBR risks. <ul style="list-style-type: none"> ○ Positive emotions enable stakeholders to perceive their ability to accept hard truths as an invaluable skill.