

ANALYZE A SITUATION

THE SITUATION

Write down a brief description of an interaction you had with someone else that did not go as you wanted. It could have had a poor outcome, or you just didn't feel confident. Choose a situation that occurred in the past or that you are dealing with in the present.

REFRAMING HOW WE CONNECT TO OTHERS

1. Were you looking at the other person in the interaction through their utility or humanity?
2. What exactly was said or done?
3. What meaning did you assign to their actions?
4. What assumptions did you make?
5. How did that affect your behaviors?
6. Could there be another explanation?

RESETTING HOW WE LISTEN TO OTHERS

1. What was your strategy? (trying to get them to do something we want them to do? OR helping them get, do, or be what they cannot or will not themselves.)
2. What are 1-2 practical ways you could get to know them better?
3. How could you offer service, take action on their behalf, or add value to them?

COMMUNICATION STYLES

1. What is your preferred style?
2. What do you think is their preferred style?
3. How could you flex your behaviors to their style?

WORKING GENIUS

1. What do you think is one genius for the other person in your situation?
2. How could YOUR genius or frustration have gotten in the way?
3. How could THEIR genius or frustration have gotten in the way?
4. What might they crave?