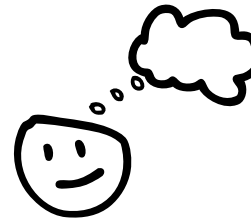


# Observation



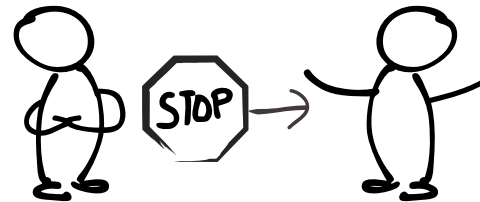
# Awareness

(of assumptions, emotions,  
and background)

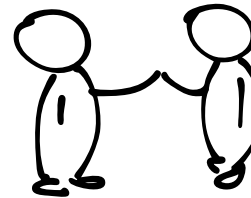


# Shift

(to being open)



# Importance



# Solution





Plan when possible. Have clear intention and build rapport.

## Observation

Describe behavior or facts without judgment.

*"When I see, hear..." or "I notice ..."*

## Awareness

(of assumptions, emotions,  
and background)

Share thoughts / emotions.

*"I assume, believe, interpret..." and/or "I feel..."*

Share your background, experience, standards, expectations or perceived impact.

*"Because I..."*

## Shift

(to being open)

Notice your judgment signal, stop, step back and become open and curious. Check your intention.

*"Do I understand?" "How do you see the situation?" "It's my intention ..."*

*(to understand your view, to work together, achieve goals together etc.)"*

## Importance

Explore perspectives to create understanding of needs and identify common ground.

*"What is important to you? What is important to me? What is important for us?" "Others?"*

## Solution

Explore options and agree on next steps.

*"Given what's important, what are our options? What am I going to do? What are you going to do?"*

*What will others do? When? How will we know?"*