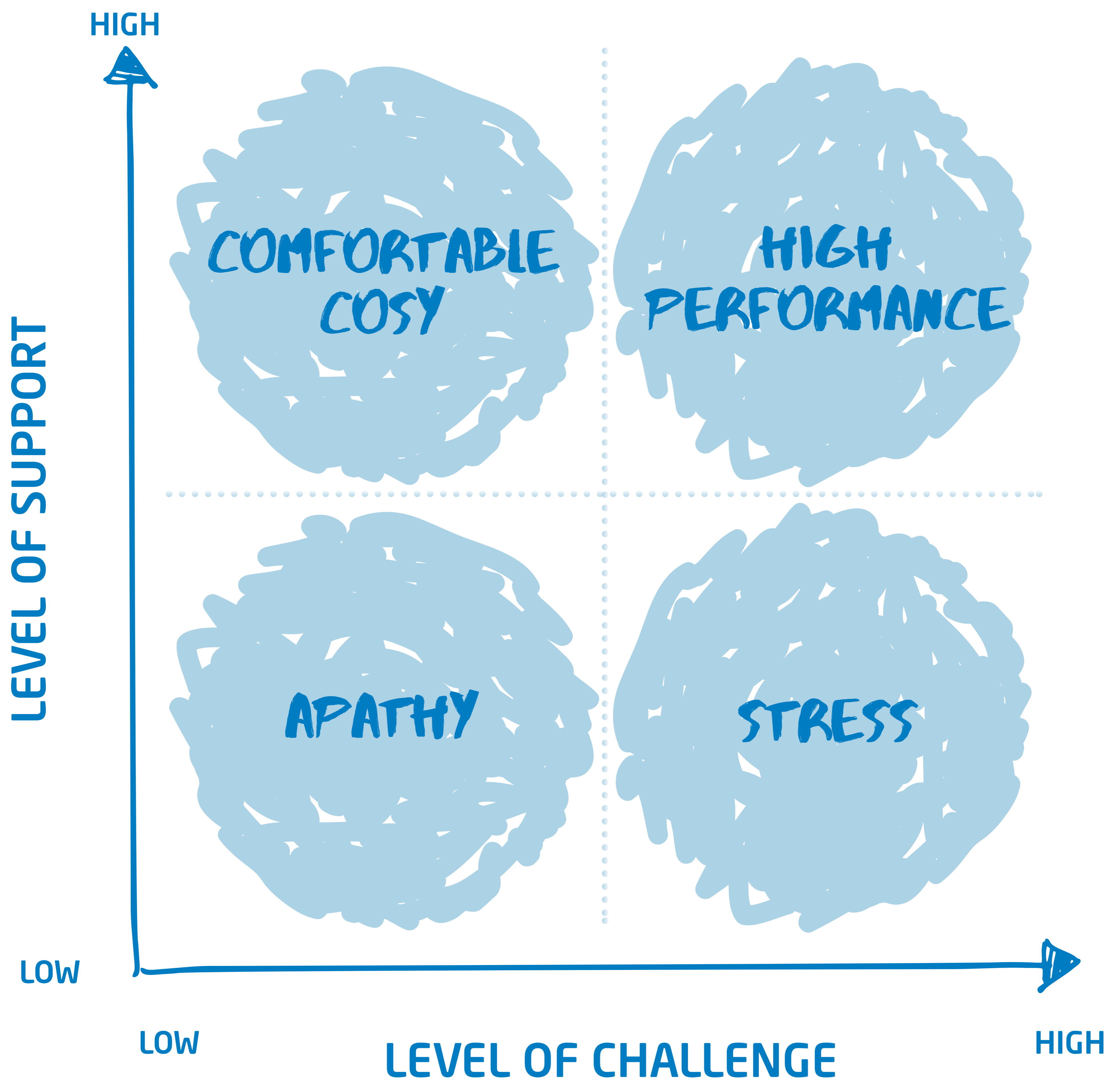


SUPPORT AND CHALLENGE



LEVELS OF CHALLENGE

THINK IT

Keep quiet
Talk to others

DISGUISE IT

Leading question
Personal experience (once only)

SOFTEN IT

Justify why, reason, completely understandable

STATE IT

Give opinion, non specific, direct, no follow-up

NOTICE IT, QUESTION IT

Curiosity, feel/own, no judgement

EXPLORE IT

Drill down, not letting off the hook, really?
what's stopping you, where growth comes from

EMPOWERING belief

- ★ From the feedback you have had about your impact at your best, select the impact you are most pleased with/proud of
- ★ Turn it into an empowering belief
eg. I inspire people
I create excitement
- ★ Must be from 'I'
No 'sometimes' or 'can'!

RELATIONSHIP triangle

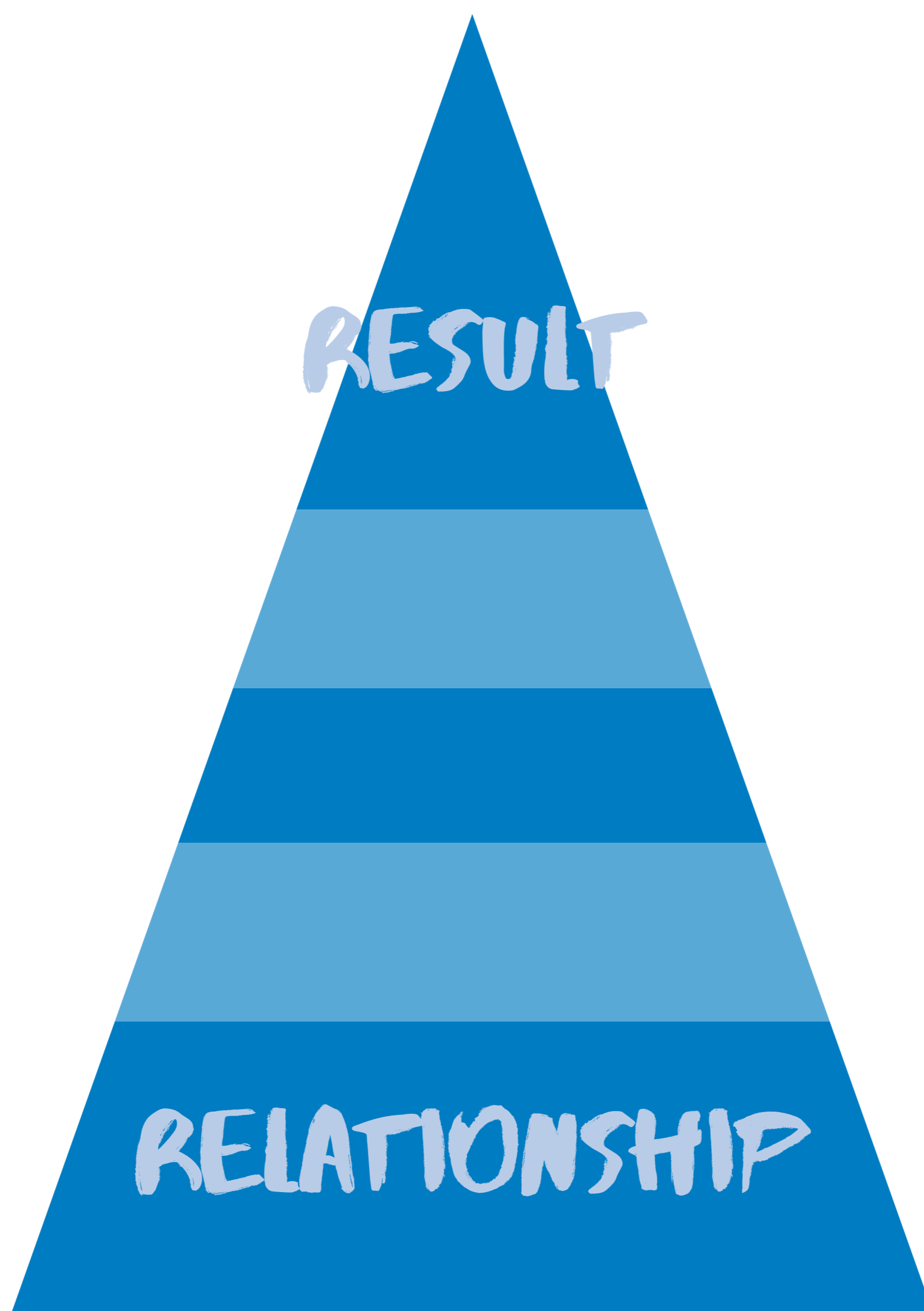
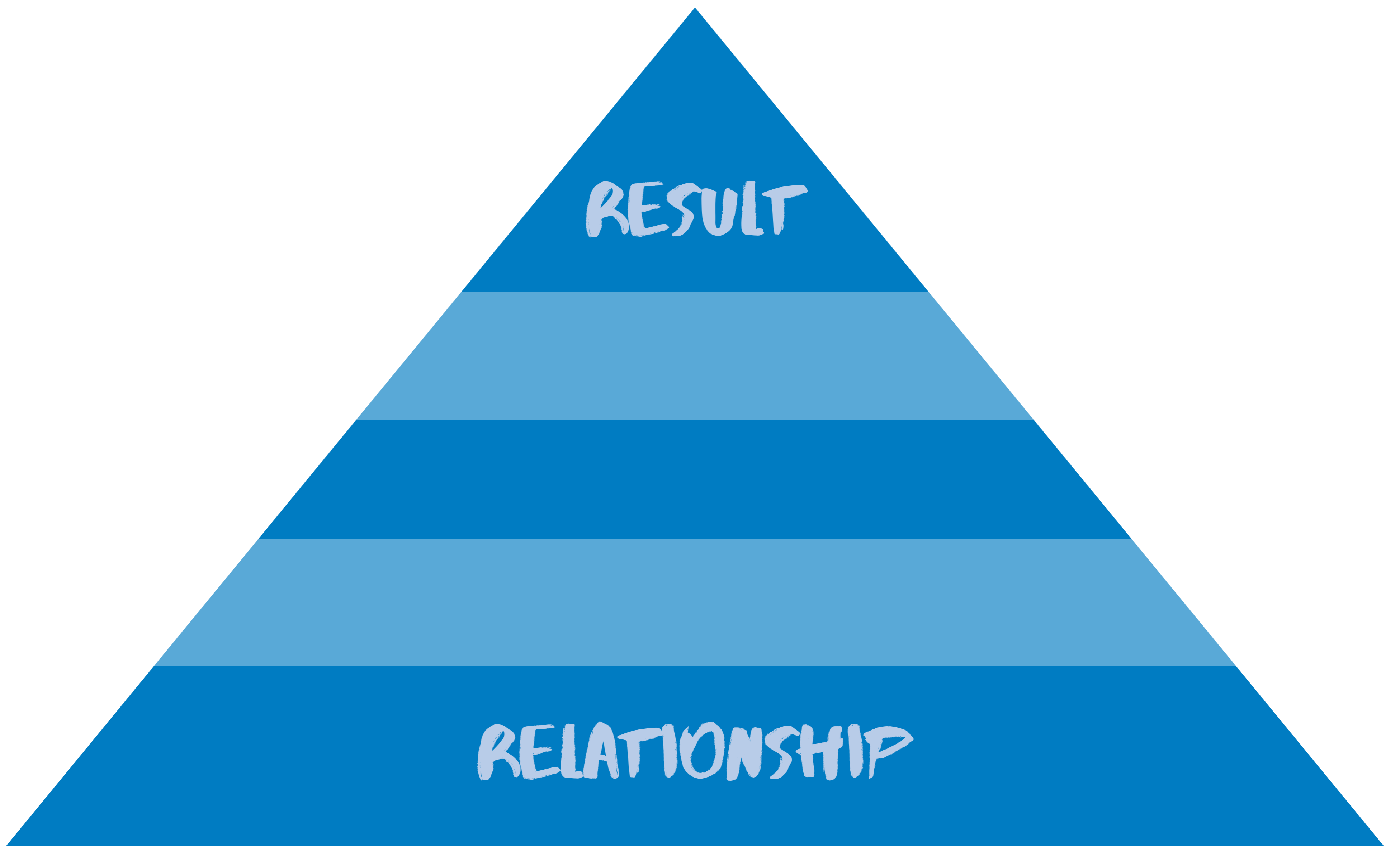
RESULTS

ACTIONS

PLANNING/PRIORITIES

POSSIBILITIES/VISIONING

RELATIONSHIPS



THE TRUST equation

$$T = \frac{C+R+I}{S}$$

T = TRUSTWORTHINESS

C = CREDIBILITY

R = RELIABILITY

I = INTIMACY

S = SELF INTEREST

– David Master, 2000