

ABOVE THE LINE

Calm, even breaths	Engage	Where does my effort makes a difference?	Solution oriented – “what would it look like?”
Steady gaze & eye contact	Empowered	What’s important to me?	Get the job done and do it well
Relaxed posture	Engaged	How can I involve them?	Develop one’s self
Interested alertness	Enthusiastic	How can I cooperate?	Develop others
Voice steady matching contact	Passionate	What, when, how questions	Build and maintain mutually satisfying relationships
Curious	Interested	I statement for responsibility	Taking action
Compassionate	Open	Inclusive language	Seek to understand
Empowered	Strong	Replace “But” with “and”	Provide feedback
Teaches people to respond rather than react.	Thinking – acceptance solution oriented	Us of “I” statements	Be curious
Ownership	See it, own it, solve it, keep doing it...	Show enjoyment in what you do	Cooperative
Accountability	Trust, caring	Active listening	Develop connections
Responsibility	Humble	Include all people	Assist with way finding,
To accept accountability rather than blame	Helpful	Tolerance	Non-threatening, supportive language
Treat all with respect	3M Rule: “Greet & Smile”	“Smile”	Always introduce yourself

BELOW THE LINE

Holding breath	Plastered Smile	Nodding just to seek approval	Disconnected
Tension	Angry	Worried	They’re wrong
Flush	Frustration	Nervous	Its got to be my way
Pressure in head	Impatient	Not being fully present	I need more detail always
Shallow breaths	Annoyed	Tense	My idea’s better
Anxious	Urgent	Dread	What do I need to do to look good?
Nausea	Resentful	Apprehension	I better check just in case
Butterflies’ in the stomach	Suspicious	Fear	I don’t want to get into trouble
Maybe I should ask someone else?	Avoid making a mistake	Avoid criticism	Denial
What was that?	Avoid losing	Avoid blame, failure, or looking bad	Excuse wait for others
“Yes, no problem” – “its not my fault”	Avoid losing control	Avoid being rejected	Thinking this wasn’t my fault, Blame
This is probably stupid but...”	Avoid making decisions and taking initiative	Avoid being different – blend in	Defensiveness
I’ll do it, you go home”	Cheating, Bullying	Comparing	Finger point wait & see, its not my job, just tell me what to do...
Do nothing	Negative Mindset	Bring “Bad Attitude” to work	Bitching
See problems = obstacles	Procrastinating	Yelling	Talk behind their back
Over thinking	Closed Body language	Disrespectful	Ignoring
Not saying hello	Gossiping	Aggression, Rudeness	Abruptness
Ignoring	Speaking over the top of someone else	Condescending behavior	Arrogance, No care attitude