

# 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