

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

ENGAGEMENT LADDER



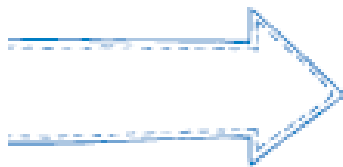


CONSCIOUS practice



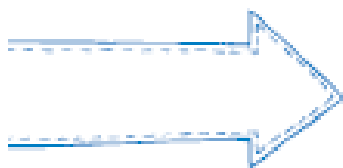
Decide what you want to try doing differently from today:

- ★ when will you try it?
- ★ what help will you need?



Continue to:

- ★ interrupt your SLBs
- ★ build BIG relationships
- ★ engage people differently
- ★ refine your Future
- ★ build your Support network
- ★ notice your triggers in/out of leader mode and PTw/PTAL



Choose a new delivery conversation and an older one that needs one of the latter stages:

- ★ how will you approach it?
- ★ what will you do/say?