



**BE A LEADER-
COACH EVERYDAY**



APPRECIATE

Appreciate the communication process

Thank you for telling me this, I appreciate your honesty

Give an “Indirect Compliment”

Enable the person to identify personal resources through questions

How do you manage to cope with all the challenges?

What have people who offered you positive feedback noticed about you?

Although it is hard, how are you handling the current situation?

Express Personal Appreciation

What impressed me about your approach...

What I admire about you is...

Something that I find you do very well is...

Something I feel you are great at...



INTEGRATE IDEAS

Identify the Positive Part

Your suggestion is very creative...; It's a practical idea, it will definitely improve efficiency...

Build without Contradicting

Building on your idea, I have a suggestion on how to implement it more easily

Clarify, instead of Criticizing

What are the benefits?; What is the potential you see for...?; What do you find interesting about...?; How can we balance between the benefits and the constraints?

Integrate Paradox (position the constraint as a challenge)

We have a constraint regarding...can you think about ways to implement the idea, considering this constraint?



DOABLE

First Step, Small Step (rather than final step)

What is a first small step you can start with?

What could you do right away?

What is the easiest step for you to do now so that you start making progress?

Experimentation

If there were no pressure for results, what approaches would you like to try out/experiment with?

How can you test your idea?

Expand What is Already Working

What is already going well?

How can you repeat/ expand/ multiply what is already working?



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