

FOUR SHIFTS 15 HABITS

GET CLEAR

BE OPEN

BE HONEST

COLLABORATE

CHECK IN

NAME AND
PARK
OPINIONS

USE THE
CHOOSING WORDS

IF IT MATTERS,
SAY IT STRAIGHT

INFORM
DISCUSS
DECIDE

1 STATEMENT
2 QUESTIONS

USE "I"
STATEMENTS

TALK LIKE
THEY CAN
HEAR YOU

USE THE
RIGHT
TOOL

REPLACE "I"
WITH "WE"
AND "IT"

STATE YOUR WANTS
AND CONCERNS

EXPLAIN
TO
INCLUDE

CLARIFY
AND
VERIFY

SPEAK TO,
NOT ABOUT

ASK,
"HOW MIGHT
WE...?"