

Feel > Psych
Safety

+ Reliable

Consistent Seamless

Excellence (Service) ←
→ Right Co-regulate

Ownership

Tonality
Language

Don't show the hard work

Internal

Prevention
Summation

Appearance

Deescalate

Great question

Go to's

Word tracks

Tell me more

HEARD

Remain in
Dialogue

Ownership - Who can

Listen

- Validate
- Solution
- Follow!

Empathy



Issue

Listen

Fact based Resolution

Prevent Recurrence

Start early