

- **Active Listening** helps me really understand your position, and makes you feel significant.
- **Open Questions** encourage you to share your thoughts, ideas and feelings.
- **Summarising** enables us to have the same understanding of the situation.
- **Support** shows I appreciate you and your contribution. It means I can build on your ideas.
- **Challenge** is how I constructively disagree with you, and how I can help improve our performance.
- When we **Clarify or Contract**, I know exactly what I will do, why I am doing it, and how my efforts fit in with others.
- **Time Out** stops the action so we can calm down and re-focus.
- **Review and Feedback** enables us to continuously improve our performance.



Value Building Behaviours



Strategic Agenda
Emotional Agenda
Behavioural Agenda

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