

SEE the BEST

1. Stay Low on the Ladder:

Avoid jumping from observations to assumptions. Stay grounded in observable data and ask questions before creating stories about why people did something.

2. Most Gracious Explanation:

Assuming positive intent builds trust and shifts our own mental state before beginning a difficult conversation.

3. Perception Checking

- 1) Observe: What was factual/happened
- 2) Ask: "Is everything okay?"
- 3) Listen: Give space for their response



4. Active Listening

Listening to learn, engage, and clarify meaning. Paraphrase when needed, and use positive nonverbals like nodding and smiling

5. The Power of a Question

Questions **Reveal** and **Reinforce** values. The questions you ask show what matters most, and guides conversation and culture to that value.

6. Verbal Elevation

Remember to compliment (Physical, Achievements, Character, or the Invisible) and use *reverse gossip* to build loyalty in teams.

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