

THE ART OF CHALLENGING THE PROCESS WITHOUT CHALLENGING THE AUTHORITY OF THE LEADER.

What Not to Do:

1. Don't play _____.
2. Don't play _____.
3. Don't _____.
4. Don't play read my _____.
5. Don't rely on _____.
6. Don't use _____.

What to Do:

1. Define the _____ or situation.

2. Direct the conversation in a _____ way.

3. Determine points of _____.
People feel unsafe when they believe one of two things:
 1. You don't respect them as a human being (Mutual _____).
 2. You don't care about their goals (Mutual _____).

4. Use _____ to restore mutual respect.

5. Establish mutual _____.

6. Ask for _____.

7. Speak in _____.

8. Avoid inappropriate _____.

9. Avoid the _____ attack.

10. Don't confuse your insights as _____ imperatives.

11. Establish clear _____.

12. Develop _____ plans.