

DON'T BE TOXIC!

Articulate what is going on:

1. Without judgement and/or interpretation
2. Comes from a place of genuine curiosity
3. Speak in the first person e.g. "I"
4. Typically starts with...
 - a. what I sense is...
 - b. what I see is...
 - c. what I hear is...
 - d. what I feel is...
5. And followed with powerful questions to gain clarity on what's going on.

NOW IT'S TIME TO DISPOSE OF THE POOP™!

Stages To Dispose Of The POOP™

1. Clarify the need.
2. Brainstorm solutions.
3. Agree to the solution.
4. Identify who is taking ownership of the disposal.
5. Identify if cascading communications are required.
6. Set a deadline.
7. Follow-up to ensure successful disposal.

AND POLAR BEARS AND PENGUINS

EXAMPLES:

- *I'm sensing...frustration right now.*
 - > *What are your thoughts?*
 - > *What do you see is going on?*
 - > *How does this impact you?*
 - > *What's not being said?*
- *What I see...is people getting distracted.*
 - > *I'm curious what that is about?*
 - > *What's behind ### that?*
 - > *What's not being said?*
- *I hear you say...that nothing is working.*
 - > *What do you mean by that?*
 - > *What is leading you to say/ believe that?*
 - > *How does that impact you?*
- *What I feel is #####...*
 - > *Where is that coming from?*
 - > *What contributed that?*
 - > *What triggered that?*
 - > *How does that make you feel?*