

ESTABLISHING A FOUNDATION OF TRUST

We can **prime** our conversations by using the 5 steps below. Changing our mindset can shift and shape our experiences into more productive, innovative, co-creative and intelligent results.



CLOSING REALITY GAPS AND 'OPENING UP VIEWS' WILL ELEVATE THE CONVERSATION

Step 1: TRANSPARENCY

*Quelling Threats
& Fears*

Intention: How can I create a safe environment, be more transparent about desired outcomes, and share threats that may stand in the way?

Impact: What actions, thoughts or words will enable the other person to shift from Protect to Partner?

Level III: *Quells the amygdala and activates prefrontal cortex & heart.*

Step 2: RELATIONSHIP

Listen to Connect

Intention: How can I establish rapport; prime the conversation for mutual Trust, openness, and respect; and establish a 'power with others' context?

Impact: What actions, thoughts or words will enable us to listen, to connect, and relax judgment of each other?

Level III: *Activates coherence; increases oxytocin and reduces cortisol.*

Step 3: UNDERSTANDING

*Listen to
Understand*

Intention: How can I step into the other person's shoes and see the world from their eyes; share what is on my mind, stay open and non-judgmental?

Impact: What actions, thoughts or words will bridge between our realities?

Level III: *Lowers uncertainty and activates empathy and mirror neurons.*

Step 4: SHARED SUCCESS

*Listen to Co-create
Strategies for Mutual
Success*

Intention: How can I/we paint a picture of shared success – not just my success? How can I lower my 'attachment to being right', and elevate my curiosity about what is possible?

Impact: What can we say to reduce conflict and open a new view of mutual success?

Level III: *Elevates and catalyzes rapid sharing, rapid discovery, and innovation; and catalyzes new ways of thinking with others.*

Step 5: TEST ASSUMPTIONS & TELL THE TRUTH

*Listen to Close
Reality Gaps*

Intention: How can I/we tell the truth with candor and caring? How can we identify Reality Gaps, and stay open to test assumptions?

Impact: What actions, thoughts or words will enable us both to 'tell our truth'? What can I do to facilitate Level III?

Level III: *Fully activates the Trust networks – enables the executive brain, including the prefrontal cortex, and heart to connect, and elevates both conversations and influence.*