



Name of person: (You may want to write it in code.)

Describe behaviors: (What does he/she do?)

Describe the context: (When does he/she do it?)

YOUR RESPONSE:

How do you respond?

What works?

What does not work?

What do you want? Consider this criteria for a well formed communication goal:

- 1. It is under your control
- 2. Positive
- 3. Are there any negative consequences to getting what you want? (This usually surfaces the obstacles to getting what you want.)



YOUR INTERNAL RESPONSE:

What is your internal/emotional response to him/her when they do what they do?

What direction does your emotional response take you behaviorally and how does that detract you from where you want to go?

What is your general internal/emotional response to him/her when you see or think of them?

What direction does this emotional response take you behaviorally?



EXTERNAL STRATEGY:

What strategy would be appropriate for his/her type of behavior? Consider what you haven't tried. Consider the strategy presented for that behavioral type (i.e. Tank, Sniper, Whiner, etc.).

INTERNAL STRATEGY:

What internal response would support doing what you need to do with him/her?

RESOURCES FOR THAT INTERNAL RESPONSE: Is there any time you have had the internal response you want?

Who would be a model for this response?



FOLLOW THROUGH:

- Take on the following attitudes to be successful:
 - Think of it as a challenge.
 - Think of it as a game.
 - Be curious as to what is possible.
 - Remember that what you learn by dealing with this person will serve you in many other relationships.
 - Any interaction you can learn from is a good one.