

NOTICE vs. IMAGINE

It's not what people say, it's what they don't say.

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Identifying Solutions
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“The more we realize we may be wrong, the better our life will be.”

If we realize we may be wrong we will _____

Which will result in more _____

That enables us to make _____

In turn the _____

Listen from the position of- _____

Often, we listen from the position of we do know, then we let what we imagine shape what we notice. We're never going to learn anything unless we really listen.

People who believe they are always right can bog down innovation and integration.

Self righteous people can be identified by their over use of _____

What we share in common bonds us and our differences _____

Words make up roughly 20% of communication. The other 80% is made up of tone, body language etc. The moment you send an e-mail you've already lost 80% control of how your message can be interpreted.

Solution: More phone calls, video conferences and try to not rely so heavily on e-mail.

Based on that information what is something that you could do to better improve your communication?

In the absence of _____ people will fill in the vacuum with _____. Have you ever held information back from your team because you were afraid they'd worry about it too much? You may be leaving too much to your team to imagine—when people know less, they worry more. Plus, you're missing the opportunity for feedback, maybe they can help you solve the problem sooner.

Exercise: On the next page fill out the T-Chart of Notice vs. Imagine. Choose an issue and fill out what you notice and what you imagine.

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