

RESPECT THE OTHER PERSON'S MODEL OF THE WORLD

THE MAP IS NOT
THE TERRITORY

PEOPLE MAKE THE
BEST CHOICE THEY
CAN AT THE TIME

EVERY BEHAVIOUR
HAS A POSITIVE
INTENTION

THE PERSON WITH
THE MOST FLEXIBLE
BEHAVIOUR WILL
WIN

THERE IS NO
FAILURE, ONLY
FEEDBACK AND
LEARNING

RESISTANCE IS A
SIGN OF LACK OF
RAPPORT

EVERYONE IS DOING
THE BEST THEY CAN
WITH THE
RESOURCES THEY
HAVE AVAILABLE