

# 1<sup>st</sup> POSITION (YOU)

# 2<sup>nd</sup> POSITION (OTHER)

# 3<sup>rd</sup> POSITION (MENTOR)

# 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