



Says

What have we heard them say?
What can we imagine them saying?



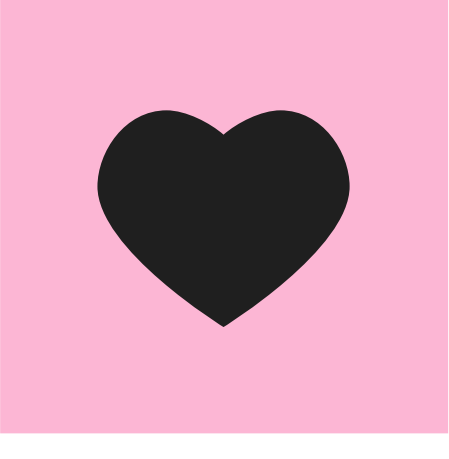
Thinks

What are their wants, needs, hopes, and dreams?
What other thoughts might influence their behavior?



Does

What behavior have we observed?
What can we imagine them doing?



Feels

What are their fears, frustrations, and anxieties?
What other feelings might influence their behavior?

 [See an example](#)

Leadership

Offer
servant
leadership

Give
constructive
feedback.

Be
professional

Promote
work-life
balance

Engage in
inquisitive
thinking.

tailored, skill-
building course
designed to
build a business
capability.

Learning is
changing. Live-
online training
allows spaced
learning — an
easier, more natural
way of learning.