1. Before we get into the meat of the course, I strongly encourage you to ask yourself a question.
2. **Question**: **What is My Intention?**   
   We may have heard the phrase -> **We Judge ourselves by our intention and We judge other people by their Behaviour.**

So, depending on how we answer the question could be critical.

1. People believe their intention is to understand and to build relationships.   
   Unfortunately, because of poor questioning technique and poor communication strategies, the other people ends up feeling as though in fact, they are trying to control, to manipulate, to mislead in some way they are trying to understand, guide them.
2. So, ask Yourself the question 🡪 **What is MY INTENTION?**
3. If we can answer I genuinely want to understand
   1. the other people’s view,
   2. The other people’s perspective,
   3. The way other person is thinking.

Then these techniques that we are going to learn will hold us in really good stead.