



Says

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

clearly  
state  
your  
price

list your  
projected  
time line

i will  
understand  
the  
discussion



decision  
makers  
finacial  
analysis

identify  
areas of  
inefficiency  
or  
opportunity

talent  
person and  
honest  
person

Thinks

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



need to  
money  
business

my  
business is  
first place  
in the  
society

good  
position  
the  
business



good  
character  
and itself  
honest  
persons

women  
voice bold  
in business

our thoughts  
create our  
feelings and  
our feeling  
drive our  
behavior



ESTIMATION  
OF  
BUSINESS  
EXPENSES

nonverbal  
and  
verbal  
behaviour

postures

movements



enable continuous  
improvement of  
safety performance  
by eliminating risk  
behaviour through  
behaviour  
observation

postures,  
movement,  
nonverbal  
and verbal  
behaviour

risk  
identification  
and mitigation  
and establishing  
a culture of  
safety

nerves  
and feel  
more  
confident

knowledge  
where you  
start

losing  
control



physical  
factors

life  
experiences

personal  
and  
emotional  
factors

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?

