

Think before you speak; organise your thoughts first.

Present your ideas clearly and with structure.

Tidy things up. Organise your filing system so you can easily find what you need.

Stand tall and place your hands on your hips; this exudes more confidence.

Focus your attention on the task at hand.

Connect with the objectives and outputs needed, prioritise and move to action.

Detach from the emotion or story of the moment. Shift to a more objective perspective by asking, "What do I know is true and factual here?"

Smile. This invites connection with others. Try not to grimace though!

Ask open questions. Be curious! Great questions open dialogue with others and offer opportunity for new ideas to come forward.

Ask "what else might be possible here?" Stay open to new ideas and proposals.

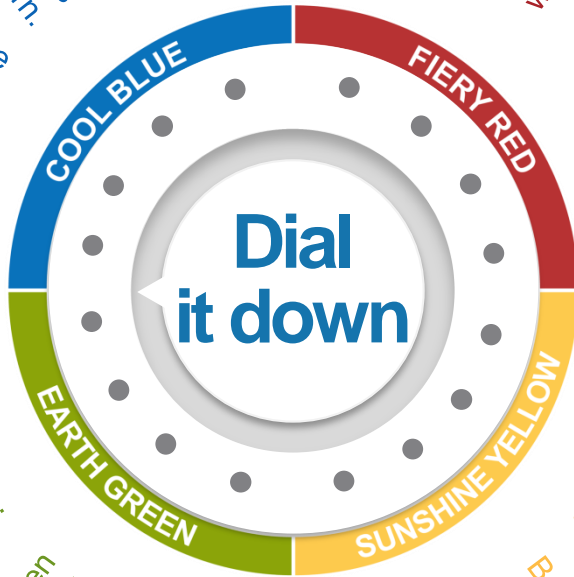
Be more informal, less confrontational, slow the pace down a bit.

Practice active listening. Give your full attention to others, their needs and their concerns.

Take a breath, unfold your arms, try to relax. Pay attention to the sensations in your body and strive to embody calm presence.

Focus on your core values and those of others. Consider how your actions are in line with these values.

Quiet your body and slow your pace. Maintain a more formal posture.



Show involvement in someone else's story by sharing your reaction with them.

Be direct and assured. Speak up and share your input without being asked.

Actively show your engagement by vocalising your enthusiasm and interest.

Prioritise your action list and then do the top three before anything else.

Be a little impulsive, rock the boat occasionally!.

Be vocal when you disagree and talk openly about what you think.

Balance your reasoned and analytical approach with displays of warmth and concern.

Be inclusive, bring people into your analysis (or at least let them know you're doing it!)

Be a little restrained in your movements and your words.

Before saying yes, think more critically of what it will include and require, what might be missing. Count to seven in your head before contributing to the conversation (let someone else answer first!)

Take a few minutes and write down your thoughts before speaking to someone.

Be receptive to questions and alternatives. Ask for them, then listen.

Slow down, share your thinking and allow a little processing time for others in the conversation.

Where possible, give advance warning of changes.

Allow time for reflection and consideration before taking a decision.