

What do you notice?  
Where are they operating from?  
Do they have clarity and capacity?  
Which of the tools do you need to use?  
Which resilience building factors?

*What are your wins & where you want to do better?*

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## NOTICE

Your own part of this - if applicable  
Post-Traumatic Wisdom  
Trauma Skills  
Coping Strategies  
Internal Narratives  
Standard Operating Procedures  
Elevated Response  
Triggers

## OPERATING FROM

Danger - Neutrality - Safety  
Are they dysregulated?    Sensory, Needs, Safety

## CLARITY

Did you tell them what you want?  
Did you ask them why not?  
Do they have a clear line of sight?

## CAPACITY

+/- Resilience  
+/- Self-Efficacy  
+/- Social Support  
+/- Systemic-Efficacy

## RESILIENCE

**HSSS**    Humor | Social Support | Stories

### **3 P's of Learned Helplessness**

Personalization | Pervasiveness | Permanence

## TOOLS

### DISTINCTIONS

Psychological Safety                      Prioritizing our People

### MAXIMS

Everyone is doing the best they can.    It's my job to mobilize.

### **B**roach the Topic

Curiosity-Led Conversations  
Meta-Conversations  
Unmiscommunication

### **I**dentify the Issue

Separation of Work and Self  
Permission to Fail  
Integration of Intention and Impact

### **D**evelop the Solution

Collaborative Gameplay  
Cards on the Table  
Reasonable Accommodations

## GOOD QUESTIONS

"I've noticed \_\_\_\_\_ / I've noticed you have a tendency to \_\_\_\_\_."

"What motivates you?"

"What was your intention in that?"

"What makes this feel hard (to do/not to do)?"

"What makes that feel important to you?"

"Was it something they did, or something they said, or something else?"

"What's your history with that?"