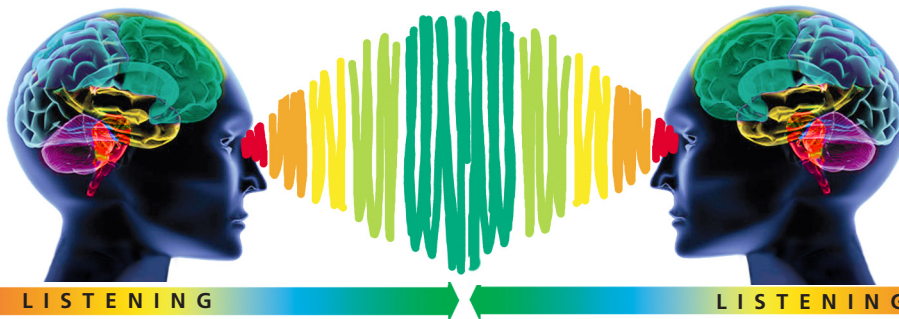


## ESTABLISHING A FOUNDATION OF TRUST

We can **prime** our conversations by using the 5 steps below. Changing our mindset can shift and shape our experiences into more productive, innovative, co-creative and intelligent results.



### CLOSING REALITY GAPS AND 'OPENING UP VIEWS' WILL ELEVATE THE CONVERSATION

**Step 1:**  
**TRANSPARENCY**  
*Quelling Threats  
& Fears*

**Intention:** How can I create a safe environment, be more transparent about desired outcomes, and share threats that may stand in the way?  
**Impact:** What actions, thoughts or words will enable the other person to shift from protect to partner?  
**Level III:** *Quells the Amygdala and activates prefrontal cortex & heart.*

**Step 2:**  
**RELATIONSHIP**  
*Listen to Connect*

**Intention:** How can I establish rapport; prime the conversation for mutual trust, openness, and respect; and establish a 'power-with others' context?  
**Impact:** What actions, thoughts or words will enable us to listen, to connect and relax judgment of each other?  
**Level III:** *Activates coherence; increases oxytocin and reduces cortisol.*

**Step 3:**  
**UNDERSTANDING**  
*Listen to  
Understand*

**Intention:** How can I step into the other person's shoes and see the world from their eyes: share what is on my mind, stay open and non-judgmental.  
**Impact:** What actions, thoughts or words will bridge between our realities?  
**Level III:** *Lowers uncertainty and activates empathy and mirror neurons.*

**Step 4:**  
**SHARED SUCCESS**  
*Listen to Co-create  
Strategies for Mutual  
Success*

**Intention:** How can I/we paint a picture of shared success – not just my success? How can I lower my 'attachment to being right', and elevate my curiosity about what is possible?  
**Impact:** What can we say to reduce conflict and open a new view of mutual success?  
**Level III:** *Elevates and catalyzes rapid sharing, rapid discovery, innovation, and catalyzes new ways of thinking with others.*

**Step 5:**  
**TEST ASSUMPTIONS  
& TELL THE TRUTH**  
*Listen to Close  
Reality Gaps*

**Intention:** How can I/we tell the truth with candor and caring? How can we identify Reality Gaps, and stay open to test assumptions?  
**Impact:** What actions, thoughts or words will enable us to both 'tell our truth'; What can I do to facilitate Level III?  
**Level III:** *Fully activates the trust networks – enables the Executive Brain (prefrontal cortex) and heart to connect and elevates both conversations and influence.*