

LISTEN

ACCEPT

QUESTION

SHARE

## Problem-Solving

Data, Analysis,  
Suggestions, Best  
Practice

### Experience

- "I" statements
- Past tense
- Single event
- Specific details

### Advice

- "You" statements
- Future tense
- General lessons
- Could, should, would...

## The Implications



You know best  
I trust you  
I hear you  
Generous

I know best  
I trust me  
You hear me  
Selfish