

# Dr Desmond Rice

## Executive and Life Coach

### The Collaborative way of working together

- **Acknowledging/appreciating each other**
  - Giving, requesting and receiving acknowledgment
  - Tell them what they did well and the difference it made
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- **Listening generously to each other**
  - Listening to **understand** the other person (not necessarily agree)
  - Ask open questions (who, what, where, when, how?)
  - Restating the other persons perspective for them to hear
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- **Speaking straight**
  - Give your opinion clearly
  - Make clear and direct requests
  - Criticise others behaviour – NOT them as a person
  - Use "I" language rather than "you" language
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- **Emotional Mastery**
  - We each are responsible for our own emotional state
  - Uncontrolled emotion = lack of communication and understanding
  - Blaming, criticising, threatening others causes fear, anger, anxiety
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- **Honouring commitments**
  - Making commitments that move the business forward
  - Honouring those commitments
  - Holding each other accountable for delivering these commitments
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- **Supporting each other**
  - We will support each other's successes and difficulties
  - We are all in this together
  - No one can win at the expense of the team or the business