Their Longuene	Your (neasible) Beenemee
Their Language	Your (possible) Response
Opinion, Not Fact	Seek facts:
"That person is lazy"	"What have you observed about that person for you to come to that opinion?"
Absolutes (always, never, every,	Challenge the absolute:
everyone, everytime)	"Always? Every single time? When
"I always do that"	was a time when you didn't?"
Generalisations (they, them, those, it)	Seek specifics:
"They are taking this organisation in the wrong direction"	"Who do you mean by they?"
Perceived lack of choice (have to, should, must, got to)	Explore the alternatives to create a sense of choice, and responsibility:
"I have to get this report done by Monday"	"What would happen if you didn't?" "Do you have to or do you choose to?"
Perceived limits (can't, won't, doesn't)	Explore / expand the perceived limits:
"I can't approach her"	"What would happen if you did?" "How do you know that?"

Learn To Unlearn

Benjamin Disraeli

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Self – Limiting Beliefs Exercise

When coaching, how would you work with the following comments?

All feedback I get is criticism

> They don't lead this organisation very well

It's a complete disaster

I can't get my head around this concept

We'll never get that done on time

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