

3. Direction

? "Why is that (criteria) important?"

Toward, obtain, include benefits, advantages, accomplish"

Toward (40%)

Eye: Pointing, head nodding gestures of inclusion

Ear: What they want, achieve, goals, inclusion

"Won't have to, prevent, solve, fix, get rid of, what is wrong, no problems"

Away (40%)

Eye: Shaking head, pushing away, gestures of exclusion

Ear: Situations to be avoided exclusion of unwanted, problems

1. Level

"Go for it, jump in, get it done, take charge, let's hurry" etc.

Proactive (15-20% of people)

"Think about it, now that you have considered it, the time is ripe" etc.

Reactive (15-20% of people)

Eye: Sit relatively still

Ear: Incomplete sentences infinitives, chance, luck things happen "to" them, "would, could, might, may"

2. Criteria

Use their criteria to motivate them... link goals to criteria

? "What do you want in your (job, life etc)?"

Can chunk up and also use to sort criteria (hierarchy) i.e. (if you had to pick, one of these two, which would you pick?)

Eye: Watch for physical and emotional signals

Hot buttons

What motivates a person

Use this by working through the questions as you coach
Best done in order

Motivation Traits

4. Source

? "How do you know you have done a good job (at...)?"

"Only you can decide it's up to you, think about it, so you can decide"

Internal (40%)

Eye: Sit upright, point to self, pause before answering and external judgement, minimal facial expressions

Ear: "I know", resist being told what to do, evaluate based on own criteria

"You'll get good feedback, others will notice, the experts say..., references and quotes"

External (40%)

Eye: Lean forward, seeking feedback from you and others

Ear: Other people decide for them, Checklists, quotas, external refs, Outside information taken as order

5. Reason

? Why did you choose (your current work)?

"Opportunity, choice, break the rules just for them, better way, possibilities, alternatives, sky's the limit"

Options (40%)

Ear: Lists of criteria, opportunities, possibilities, expanding options and choice

"The right way, first...then...after which..., proven, tested, procedure, methodology"

Procedures (40%)

Ear: Did not choose, the facts, leading to a story

6. Decision Factors

? What is the relationship between (your work this year and last year)?

"Same, in common, you always do, like before, unchanged"

Sameness (5%)

Ear: They are the same, what they have in common, how it has not changed. Provoke change every 15-25yrs

"More, better, less, the same except, upgrade, progression, growth, improvement"

Sameness with Exception (65%)

Ear: How it has evolved over time, the same except more \ less \ better \ worse, focused on the trip rather than the destination. Change every 5 to 7 years.

"New, totally different, unique, unrecognisable, shift, switch, brand new"

Difference (20%)

Ear: May not understand "relationship", describe the differences, new, different, transformed, focus on destination not the trip. Change every 1 to 2 years.

"Use both difference and sameness with exception responses"

Sameness with Exception & Difference (10%)

Ear: Use both difference and sameness with exception responses. Change every 3 to 4 years.