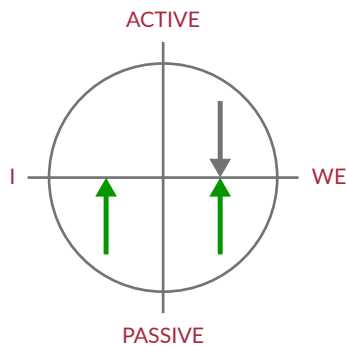


Put facts (about business, performance, behaviour) on the table.



## Examples

- ◀ You didn't say anything during that meeting and I saw you frowning twice.
- ◀ The motivation survey showed that people feel a lack of respect and integrity.
- ◀ This week we had 15 complaints from customers who said that they were ignored.
- ◀ You were 10 to 15 minutes late on Monday and Tuesday.

Deactivating when used to steer in a certain direction

Activating when used to trigger and in combination with a silence

## Leary's Rose

This intervention can be situated in the I-want part, as long as the facts are really facts!

If this is the case, it is a constructive active technique on the We-side to steer a conversation in a certain direction.

Example:

'This week you were late on Monday and Tuesday' (We-side/active). Because you are formulating it correctly (that is, in terms of facts), you are saying that the other person is important enough to use objective communication.

Saying, 'You are often late' (I-side/active), can give the message that it doesn't matter if I hurt your feelings as long as my message comes across.

## Respecting SCARF (status, certainty, autonomy, relatedness, fairness) leads to ownership, identification and recognition.

Communicating in terms of facts doesn't make the message easier or more pleasant but it will make it clear and objective. Making an effort and taking the time to communicate factually and objectively will show respect for status and autonomy. Giving clear facts is also positive for the aspect of certainty, because it takes away the ambiguity of a more general judgment or evaluation.