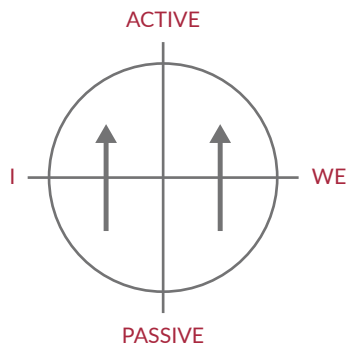


Encourage activity and expression by reassuring.



Activating

## Examples

- ▶ Please tell me your opinion, it is important to me.
- ▶ Please don't hesitate to say what you think or feel.
- ▶ Whatever you say will stay confidential.
- ▶ Every opinion is a good one.
- ▶ Please feel free to be critical, it will add value to me and the team.

This kind of phrase you can use only once, perhaps twice, and it is very important to be silent after the phrase! Don't continue talking.

## Leary's Rose

With these kinds of phrases you go down on the activity dimension, which will encourage the other person to go up. Of course, these kinds of sentences are all situated on the We-side (your tone of voice is always important: if you pronounce them as a command then it becomes more an I-side/active intervention.) As already noted, leaving a silence is very important. If you make this kind of remark one after another, you become very active and the effect is lost.

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

You will stimulate the status of the other by showing that you really want to hear his/her opinion. When you use phrases like: "don't hesitate, every opinion is OK" you are giving a lot of certainty, because the other person will not feel judged.