

Connection

- get into other's world
: empathize
- notice : manage
brain state : mirror
neurons
- connect before correct
- listen : be curious
- USE curiosity questions
- how, what, tell me more
could it be?
- turn frustration into fascination
- Eye to Eye / Heart to Heart
- release yourself from
worry (others / future)
- Stay in the present

Accountability

- making agreements
- Respectful follow
through
- Cultivate mistakes as
opportunities lens
- Correct after Connect
- Routines - Identify
practice
- focus on Solutions
- Make Amends
 - Model
 - Teach
- Limited Choices
- Mistaken Goals