

Move to Challenger with Clear Structure

State Boundaries:

"I am willing to listen to your story for ten minutes."

Active Listen:

"I am willing to listen to your problem without making it mine to solve."

Make expectations clear:

"I want you to keep your agreement. Please have it done by Tuesday."

Provide choices:

"You can either keep your agreement or I will no longer be involved. You choose."

(Helpless) to Survivor/Thriver

"Poor me. I give up."
"I'm not OK and everybody else is."

- Feels oppressed, hopeless, ashamed, powerless, incapable and misunderstood.
- Seeks to hook up with a rescuer to validate the above feelings.
- Refuses to make decisions, solve problems, get professional help, do self-care or change.

Move to Survivor/Thriver with Problem Solving

State what you want; and take action.

Keep Agreements: If someone helps,
do your part by following through.

Ask Yourself: "How can I get what I
really want in a healthy way?"

Count Your Blessings: Acknowledge
your strengths and what is going well.

Remember: You make you! and
You're stronger than you think!

Move to Coach with Clear Support

Give the message:

"I care about you and I know you are capable."

Do nothing that the other can do for him or herself.

"I know you can do this."

Active Listen:

"I am willing to listen to your problem without making it mine to solve."

State boundaries:

"I am willing to listen for twenty minutes."

Provide Choices:

"I will listen for fifteen minutes now or you may call back next Tuesday. You choose."