

QUADRANT 1 BE PRESENT	QUADRANT 2 CONVEY THE GOOD
<p>ACCEPTANCE Connect without judgment.</p> <p>ATTUNEMENT Respond to what another is experiencing. Get “in their well.”</p> <p>VALIDATION Convey that a person’s experience is significant and not to be dismissed.</p> <p>IDENTIFICATION Share your similar story.</p> <p>CONTAINMENT Allow the other to vent while staying warm without reacting.</p> <p>COMFORT Provide support for someone’s loss.</p>	<p>AFFIRMATION Draw attention to the good.</p> <p>ENCOURAGEMENT Convey that you believe in someone’s ability to do the difficult.</p> <p>RESPECT Assign value.</p> <p>HOPE Provide reality-based confidence in the future.</p> <p>FORGIVENESS Cancel a debt.</p> <p>CELEBRATION Acknowledge a win, both cognitively and emotionally.</p>
QUADRANT 3 PROVIDE REALITY	QUADRANT 4 CALL TO ACTION
<p>CLARIFICATION Bring order to confusion.</p> <p>PERSPECTIVE Offer a different viewpoint.</p> <p>INSIGHT Convey a deeper understanding.</p> <p>FEEDBACK Give a personal response.</p> <p>CONFRONTATION Face someone with an appeal to change.</p>	<p>ADVICE Recommend an action step.</p> <p>STRUCTURE Provide a framework.</p> <p>CHALLENGE Strongly recommend a difficult action.</p> <p>DEVELOPMENT Create a growth environment.</p> <p>SERVICE Guide engagement to giving back.</p>