



OVERCOME RESISTANCE

TO MAXIMIZE ENGAGEMENT AND WELL-BEING

WWW.THELEADERSHIPGROUP.CA

P

PREDICTABILITY

People yearn to know what's happening. How can you help them understand what the future looks like for them?

RELATEDNESS

People need to sense they are included in the group. How do you help them know that you care and value their contribution?

R

I

INDEPENDENCE

People need to sense they are in control of their lives. How do you give choice and options to lead?

STATUS

People need to sense they are not inferior or unimportant. How do you recognize their value; their work; what they do well?

S

E

EQUITY

People need to sense they are treated equally. Do you treat people the way you would like to be treated?

WANT MORE?

Visit www.theleadershipgroup.ca for additional Healthy Communication resources.

For a more detailed look at the neuroscience behind the model, enjoy reading the SCARF: A brain based model for collaborating with and influencing others, by David Rock.