

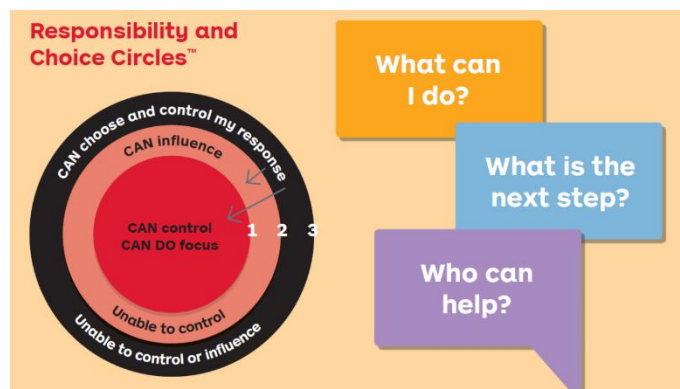
PUTTING IT INTO PRACTICE:

Stay in the red with Responsibility & Choice circles

Remember it helps to focus on what we can do rather than what we can't do. In our Delight training, we learnt about "Responsibility and Choice Circles" which reminds us to think about what we can control when we find ourselves slipping out of 'the red' or unable to offer a positive response to a request or situation.

A great way to respond to any request (even if you don't have the immediate, desired outcome they're after) is by starting off with '*What I can do is...*', and then ask yourself the three questions:

1. What can I do?
2. What's the next step?
3. Who can help?



Encourage others to do the same:

When you hear someone responding with 'no can-do' language or showing 'in the black' behaviour because they're unable to control or influence a situation, coach them on how to use the 3 Power Questions to help them focus on what they can do.

Here are some response examples that you might like to use in these situations.

Scenario 1 – face to face conversation

You're having a conversation face to face or over the phone and you're told by the other person what they **can't do**. If you can, call them out on it and ask them to reframe by reminding them of the Delight training:

Example 1

"Just putting our Delight hats on for a moment: Is there anything you **can do** to help me out?"

Example 2

"Let's not forget our Delight training, perhaps you can offer me another option: Can you suggest **who else might be able to help** me with this?"

Example 3

"Ok, I'd like to stay in the red and find a way forward on this. Are you able to suggest **what the next step** is to help me find a solution?"

Scenario 2 – email conversation

In emails, when you're not offered solutions and presented with no can-do language respond with some Delight coaching to get them thinking about how they can re-phrase their response:

Example 1

"I just want to call you out on your last email to me and reflecting back on the Delight training I wonder if you're able to give me some other options here?"

Example 1

"I'm wondering if you have any other option for me? Reflecting on Delight training perhaps you're able to offer me a different solution or alternative? If you're able to let me know **what you can do** that would be great."

Example 2

"I just want to call you out on your last email to me and reflecting back on the Delight training I wonder if you're able to give me some other options to work with. Perhaps you can suggest **what the next step** is to help me find a solution?"

Example 3

"In the spirit of the Delight program, I'm wondering what is possible here? Do you have any other options or ways forward, or can you point me in the direction of somebody **who can help**?"