

# RESPECT THE OTHER PERSON'S MODEL OF THE WORLD

THE MAP IS NOT THE  
TERRITORY

PEOPLE MAKE THE  
BEST CHOICE THEY  
CAN AT THE TIME

**EVERY BEHAVIOUR  
HAS A POSITIVE  
INTENTION**

**THE PERSON WITH  
THE MOST FLEXIBLE  
BEHAVIOUR WILL  
WIN**

**THERE IS NO  
FAILURE, ONLY  
FEEDBACK AND  
LEARNING**

**RESISTANCE IS A SIGN  
OF LACK OF RAPPORT**

EVERYONE IS DOING  
THE BEST THEY CAN  
WITH THE  
RESOURCES THEY  
HAVE AVAILABLE