

Praise	Inner Critic
That's awesome! That's amazing! That's fantastic!	I'm an idiot/ dumb! I'm stupid! I should be smarter!

Matching Feedback	Affirmation
Feedback about how I can contribute to 'big picture' goals and objectives.	<i>"No one is an instant genius! Everyone needs time to think things through."</i>

Show Appreciation	Help Seeking
I appreciate your ideas and insights on... I appreciate your energy & enthusiasm...	Help Question: 'I'm keen to get your thoughts/ ideas on (issue).'

Praise	Inner Critic
That's so kind! That's so helpful! That's so nice!	I'm a loser/ can't fit in! I'm not good enough! I'm inadequate!

Matching Feedback	Affirmation
Feedback that acknowledges my strengths, efforts and areas I can improve.	<i>"I accept myself as I am Not everyone will like me. Trust takes time to build."</i>

Show Appreciation	Help Seeking
I appreciate YOU and all that you are doing for... I appreciate all your care and consideration of...	Help Question: 'I'd be so grateful to get your help with (issue).'

C	I like to focus on the 'big picture' – looking ahead, innovating and solving complex problems <u>WHY</u> Focus: interesting & exciting tasks. Resistance: 'Why should I do it' (disinterest/ verbose)'
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A	I like to focus on the here and now, taking logical and realistic steps to get things done <u>WHAT</u> Focus: autonomy & independent tasks. Resistance: 'I won't do it' (defiance/ bossy)
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R	I like to focus on making sure people feel engaged and work together effectively <u>WHO</u> Focus: sharing & interactive tasks. Resistance: 'Help me do it' (proximity/ manipulate)
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D	I like to focus on the detail and the process – making sure things are done properly <u>HOW</u> Focus: specific & structured tasks. Resistance: 'I can't do it' (anxious/ hypercritical)
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Praise	Inner Critic
Great job! Well done! Nice one!	I'm lazy! I suck/ I'm hopeless! I should've done better!

Matching Feedback	Affirmation
Feedback that is timely, clear and direct about specific things I can improve.	<i>"You're not a machine! Your best varies according to your energy at the time."</i>

Show Appreciation	Help Seeking
I appreciate your effort and hard work on... I appreciate your quick response to...	Help Question: 'I need to get some quick guidance/ advice on (issue).'

Praise	Inner Critic
That's perfect! That's excellent! That's brilliant!	I'm a fraud! I'm a failure! I should've got it right!

Matching Feedback	Affirmation
Feedback that is accurate, detailed and useful to improve my own work.	<i>"No one is perfect. We ALL make mistakes as part of improving."</i>

Show Appreciation	Help Seeking
I appreciate how well organised & prepared... I appreciate your commitment dedication	Help Question: 'Can you please check/ review (specific aspect of issue).'

The 3 Questions*
Addressing Unmet Needs:

- What are their/ my Top 2 CARD preferences?
- What do they/ I need right now?
- How do they/ I need it communicated?

*(optional 4th Q)
Who do they/ I need it from?