



THE PREP SHEET

Observe. Listen. Adjust.

3 questions to ask yourself at the start of any conversation

1 – OBSERVE

What am I observing?

Describe before you interpret, using the WTGPF grid.

W Words: Which Perception do they come from? Thoughts, Opinions, Emotions, Inactions (Reflections), Reactions or Actions.

T Tones: Pace, volume and warmth of the voice.

G Gestures: Range and rhythm of movement.

P Postures: How the person takes up space, facing you.

F Facial expressions: What the face shows from the outset.

2 – LISTEN

Which Channel am I receiving?

In everyday conversations, tick the Channel the first sentence comes through.

☐ **Requestive Channel:** a precise question.

☐ **Nurturative Channel:** "I am here for you."

☐ **Emotive Channel:** a spontaneous, playful way of reaching out.

☐ **Directive Channel:** a direct instruction.

→ I reply in that same Channel.

3 – DECODE

Which Psychological Need is being expressed indirectly?

A behavior, an off-topic question or a change of tone can signal it.

What the person is asking for without saying it

The Psychological Need this may point to

What I can offer within the first 5 minutes

MY FIRST SENTENCE

Built from my three answers.

Your answers remain hypotheses: they evolve as the person in front of you reveals more of themselves.



The tool to make a daily difference