



### My experience







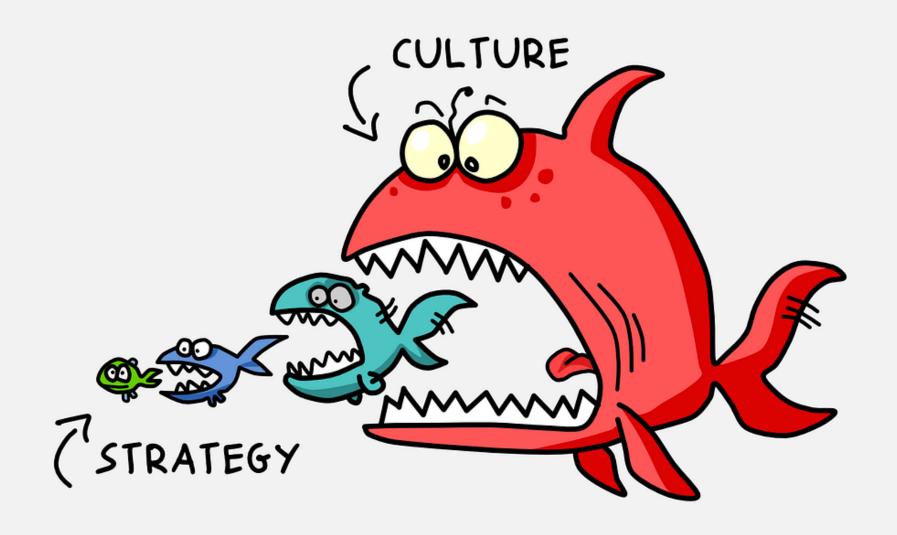
















"Whether you think you can, or think you can't...
you're right."

**Henry Ford** 





# FIXED MINDSET



Unchangeable aptitude
Avoid challenges
Avoid failure
Give up easily



# **GROWTH MINDSET**

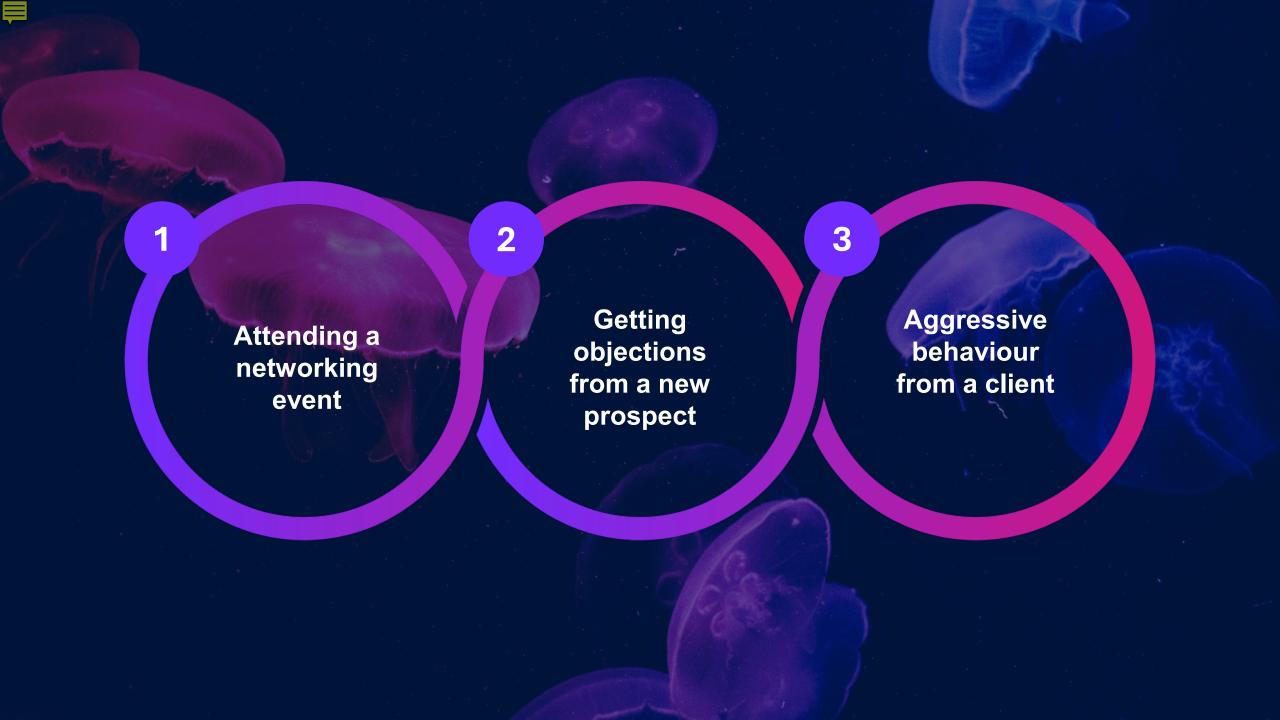


Analyze mistake
Accept challenges
Ability to learn new things
Inspired by others success

## FIXED MINDSET



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The Tipping Point, Malcom Gladwell







The Relationship Pyramid

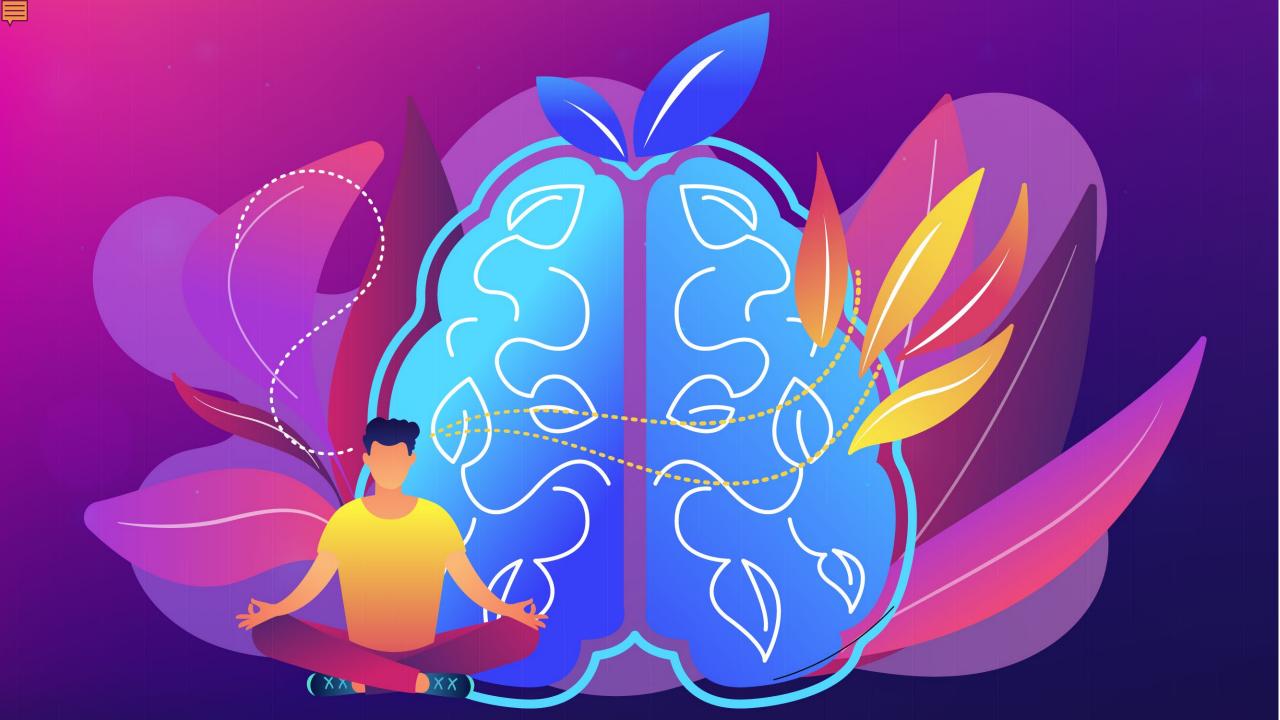






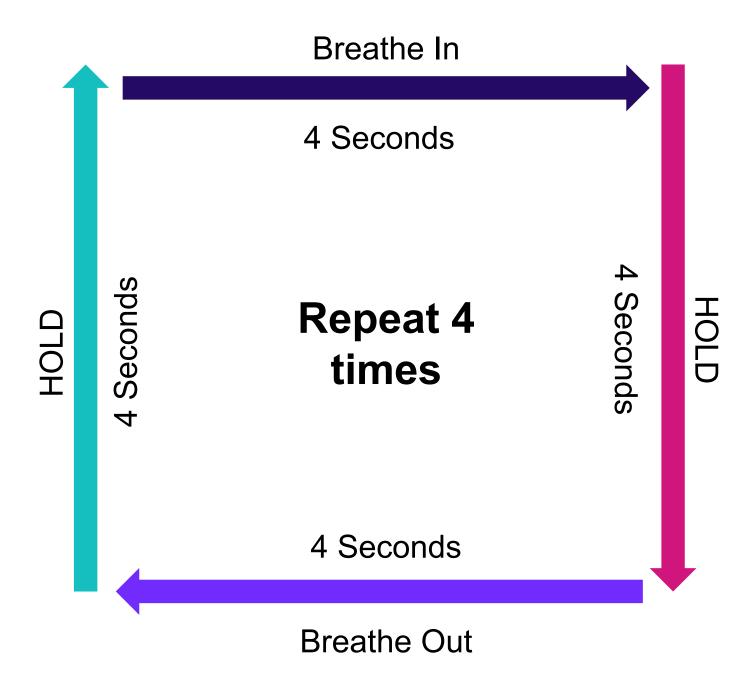
Trustworthiness Self-Orientation

Intimacy



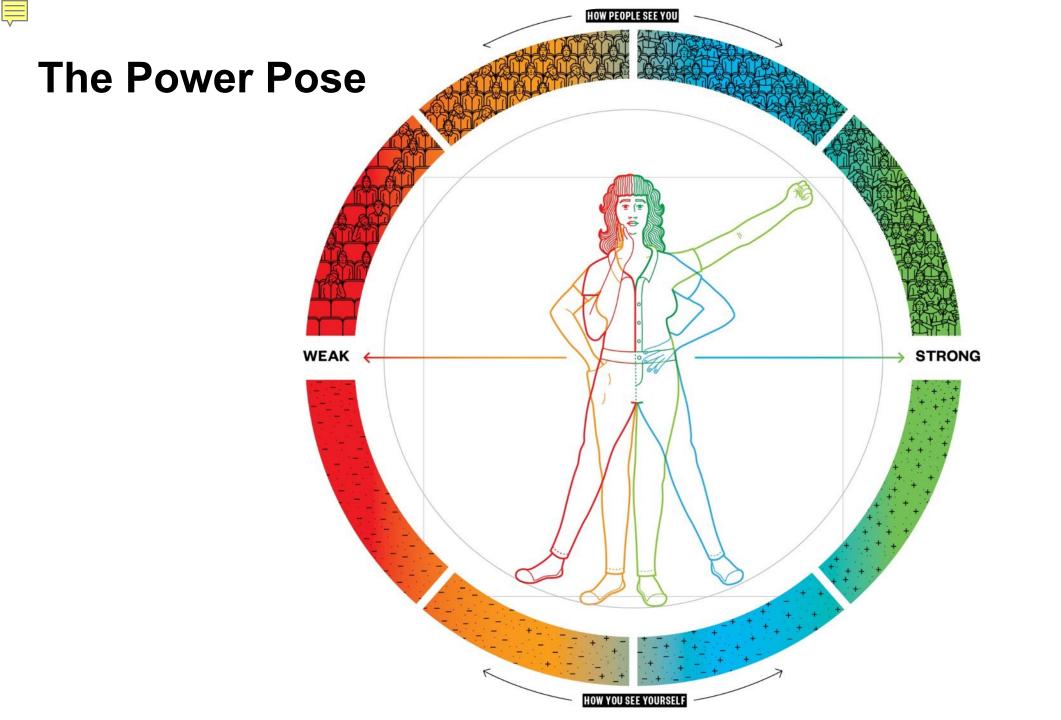


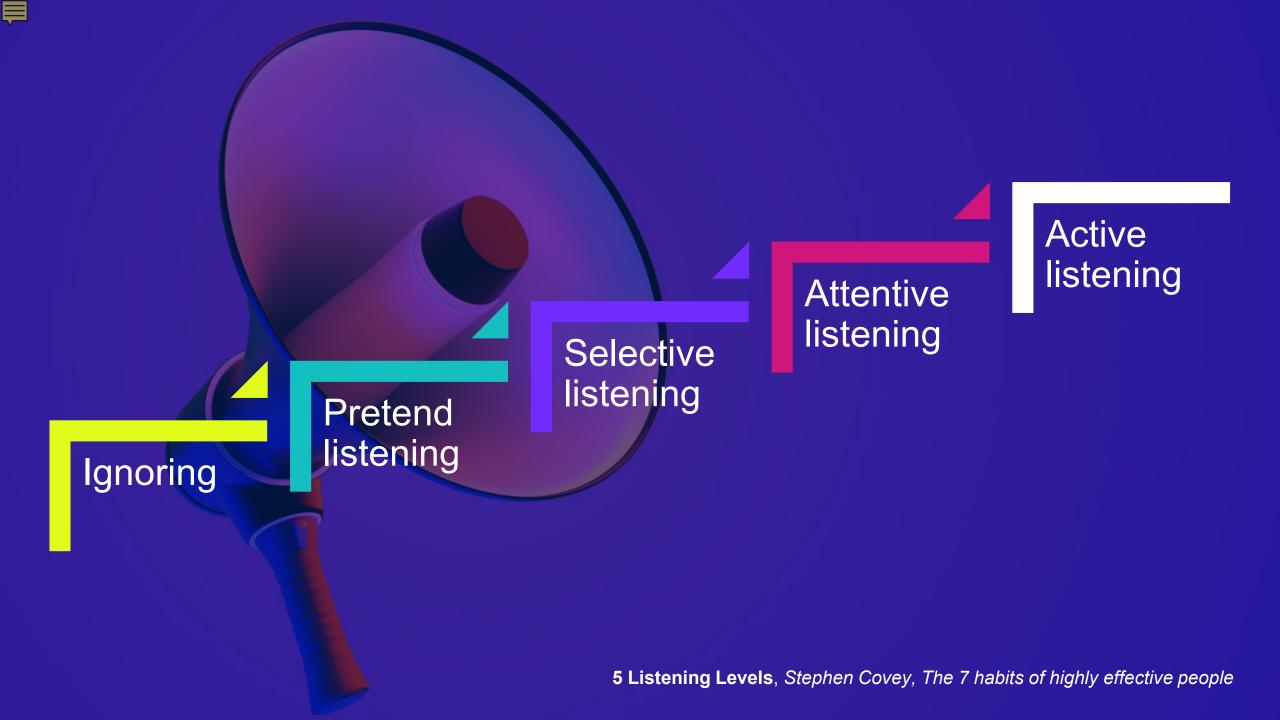








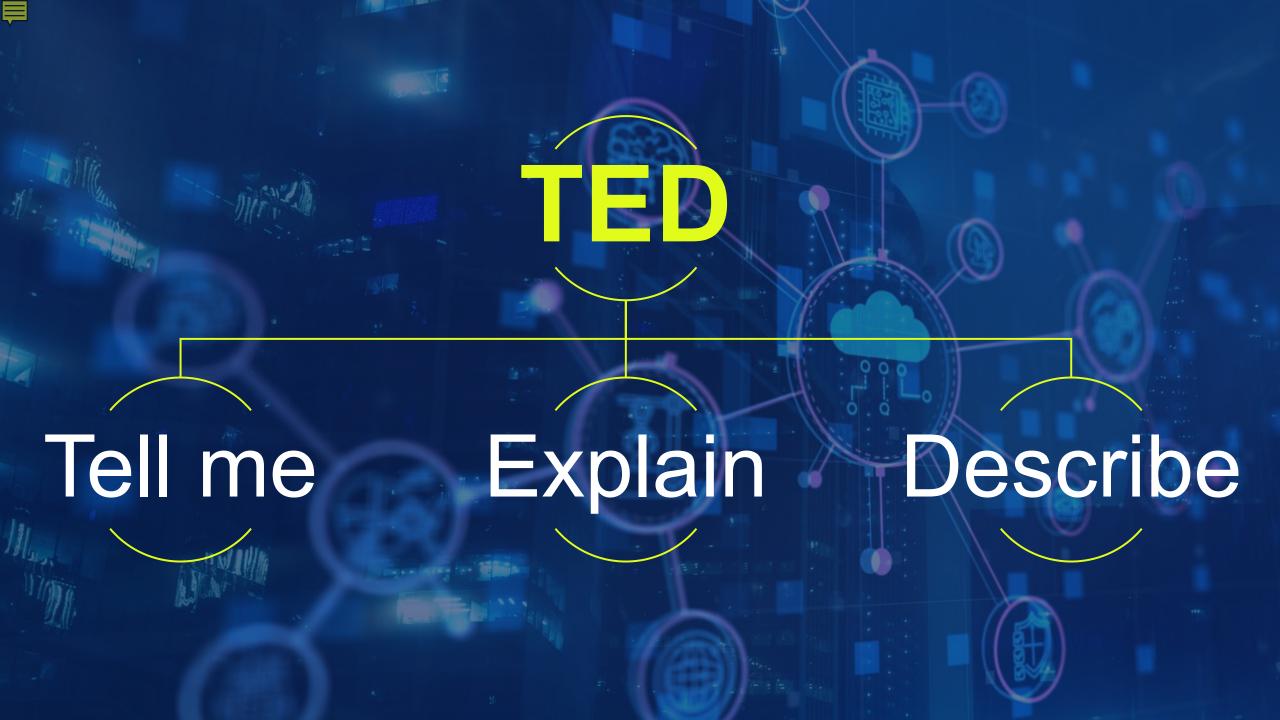






### **Hook and probe**

Listen for the hook **Question Listen for the hook SOLUTIONS** Question Listen for the hook Question **BUY-IN** THE TRUTH





#### **Actively Listen**

- 1. Focus on what they are saying
- 2. Reflect and repeat back
- 3. Allow them to finish and pause

#### **Be Curious**

- 1. Ask open questions
- 2. Listen for the 'hook'
- 3. Ask open question or TED



# **GROWTH MINDSET**



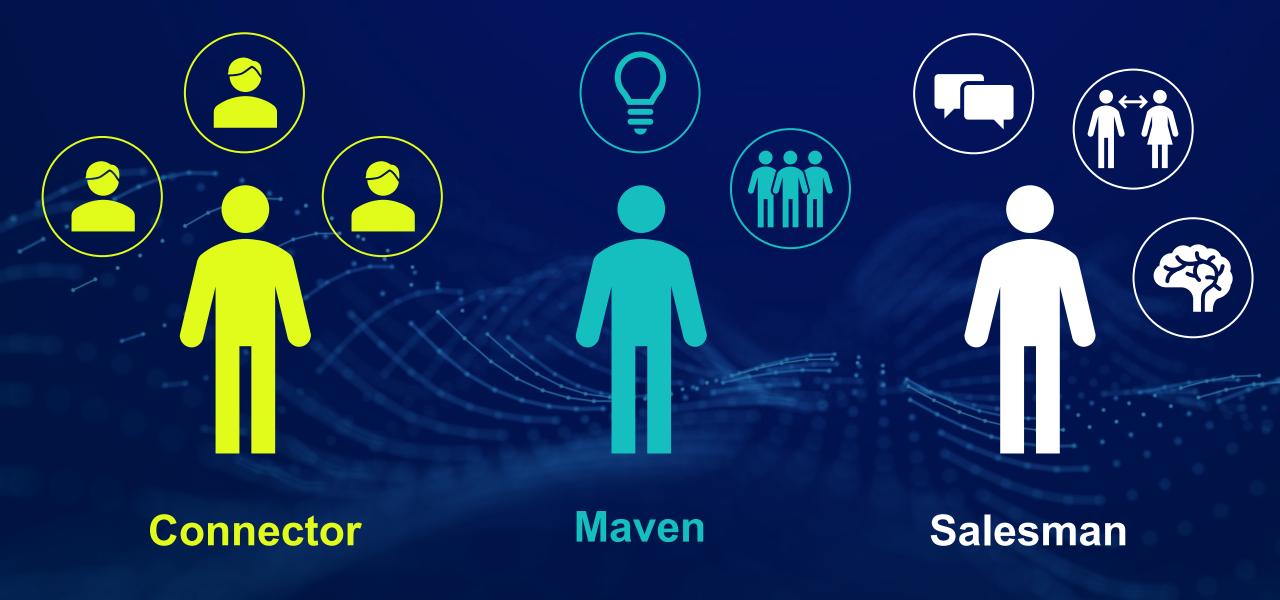
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