Wallet cards: the 10-second version

Print at 100% (actual size). Cut on the dotted lines. Fits a wallet, phone case or clipboard.

BEFORE A HARD CONVERSATION

Curious before correcting.

- Ask what happened.
- Name one specific thing.
- Agree on one next step.

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RAISING A PROBLEM WITH A TEAMMATE

“I’m bringing this up because I know you can do it, and the team needs you.”

- Private, not public.
- Within a day or two.
- End with: “We’re good.”

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BEFORE A TEAM TALK

One goal. Everyone talks.

- Start with a quick round.
- Decide one thing.
- End with who does what.

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AFTER A TOUGH LOSS

No blame. One focus.

- What did we do well?
- What was in our control?
- What’s our one focus this week?

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WHEN YOU GOT IT WRONG

Own it. Fix it. Move on.

- “That’s on me.”
- Who it affected.
- What happens now.

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LEADING FRIENDS

Same person. Same standard.

- Go first on the small things.
- Friends get the same rules.
- Talk privately, early.

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WHEN SOMEONE PUSHES BACK

“Tell me directly. I’ll listen.”

- Stay calm.
- Ask before you answer.
- Explain your decision.

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BEFORE A ONE-ON-ONE

Listen more than you talk.

- “What’s getting in your way?”
- Take notes.
- Promise only a follow-up.

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