



THE
DISCONNECT
PRINCIPLE

IMAGE

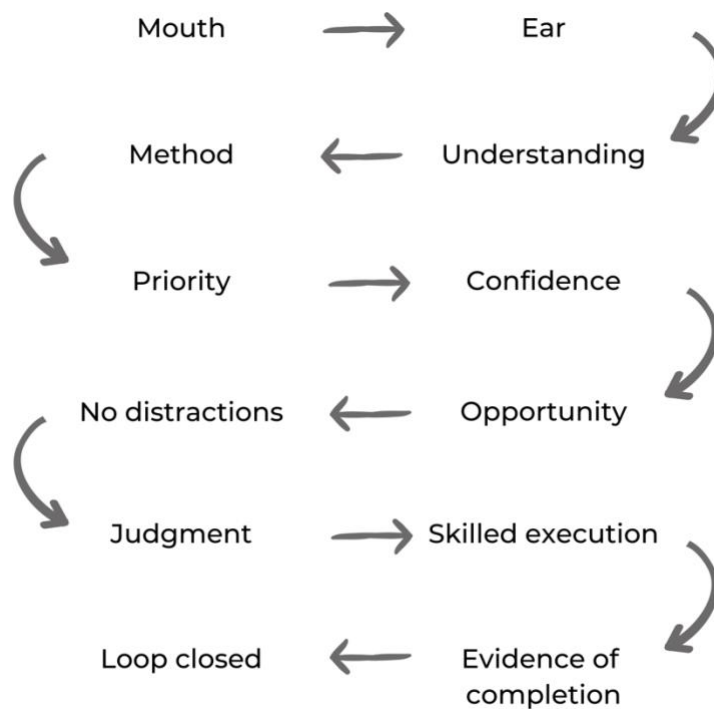
COLLECTION

Chapter 1 “We have a disconnect!”

Disconnects are ubiquitous

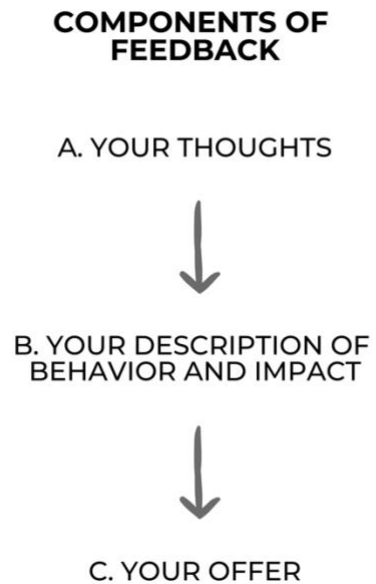


The journey of a simple request



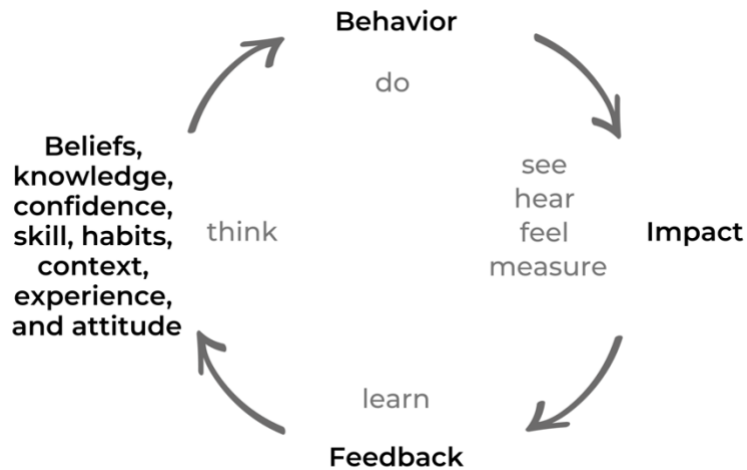
Chapter 2 Mind control ... Your first challenge

The three components of giving feedback

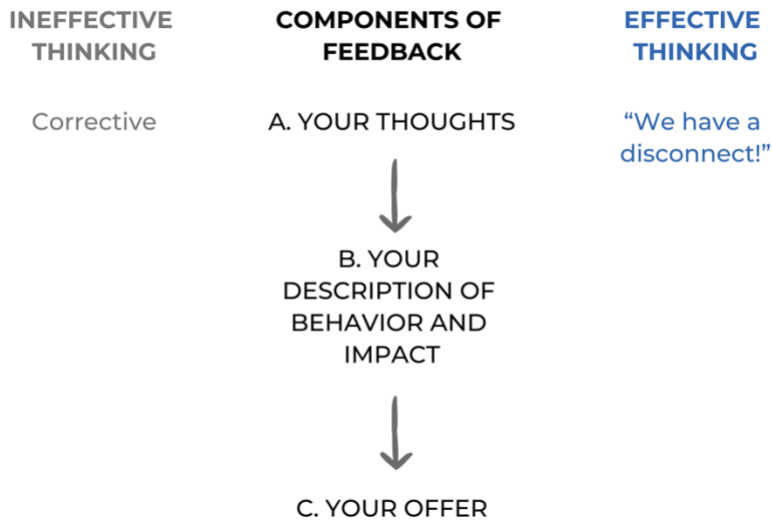


Chapter 3 All feedback is constructive feedback

The Performance Circle



The three components of giving feedback – You can lose before you begin if you don't take care of your thoughts!

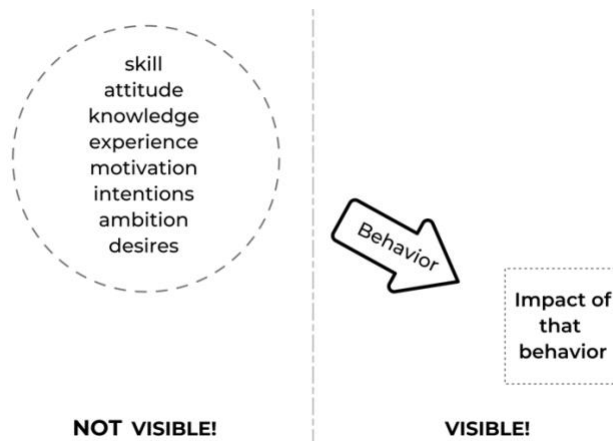


Chapter 4 Fix the situation, NOT the person

Why are we so certain about things we can't see?



Ignore the invisible; focus on the visible

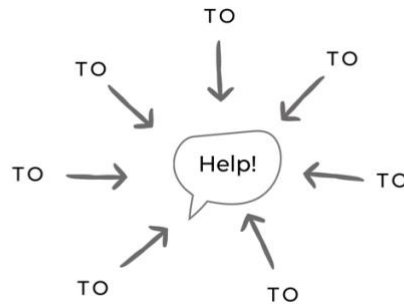


Assumptions and generalizations can defeat you

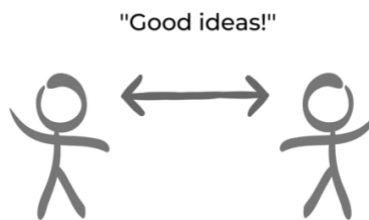


Chapter 5 Do WITH, not TO

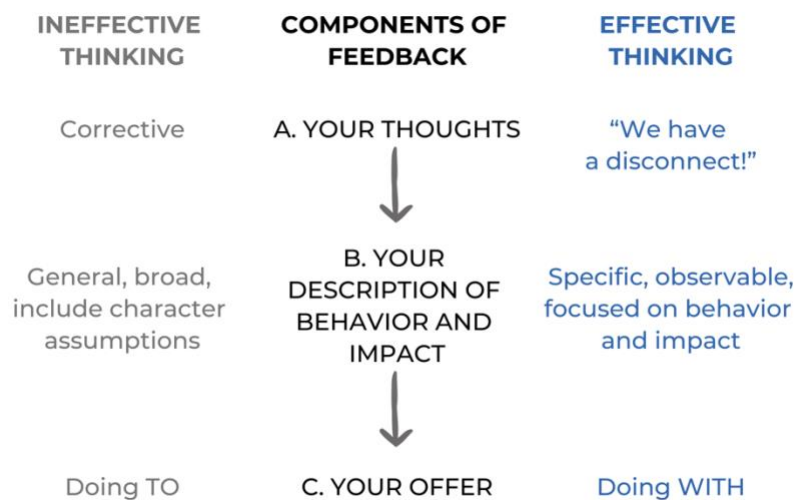
Doing TO



Doing WITH



The Disconnect Principle Mindset

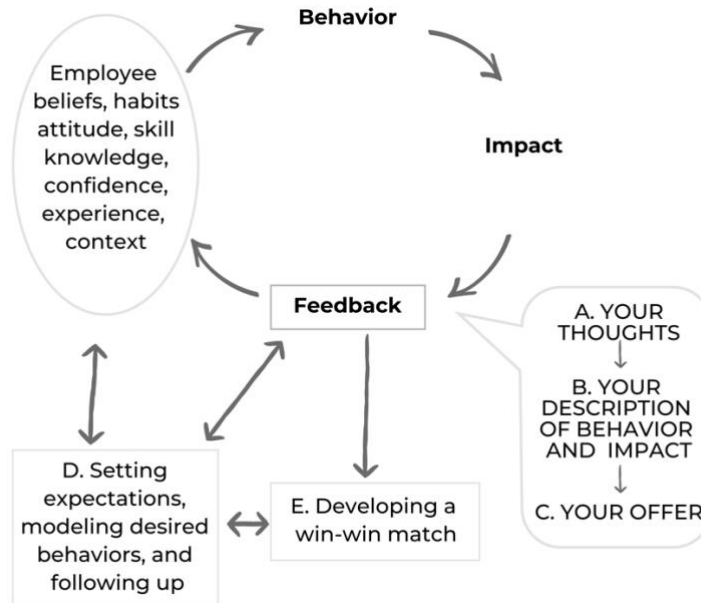


Do you provoke or partner?

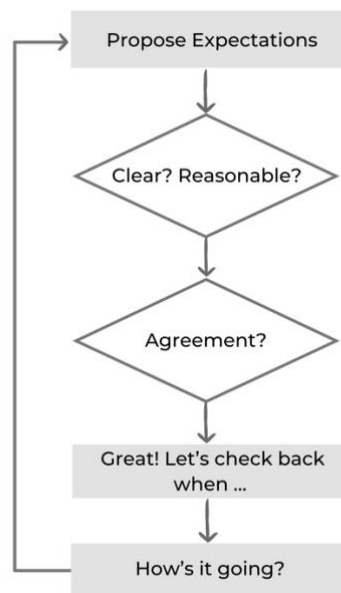


Chapter 6 Rethink accountability

Empathic and pragmatic accountability



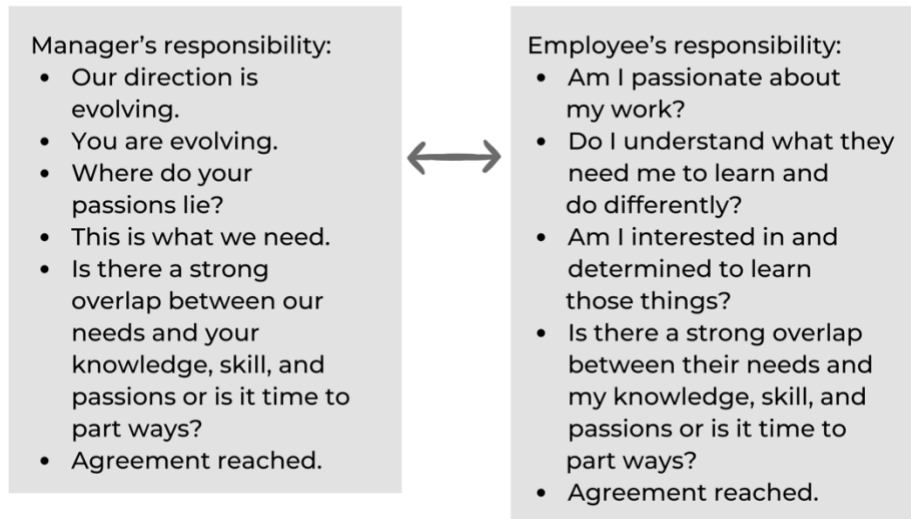
Setting expectations and checking in



Chapter 7 The mother of all disconnects

Responsibilities for developing a win-win match

E. Developing a win-win match



Chapter 8 Connecting through disconnects

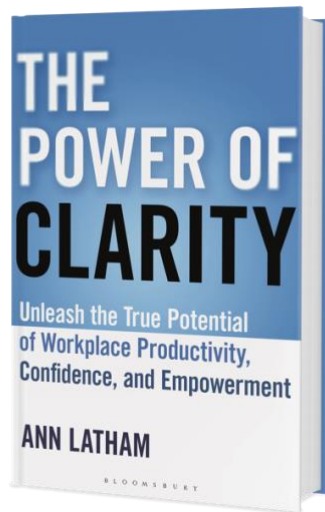
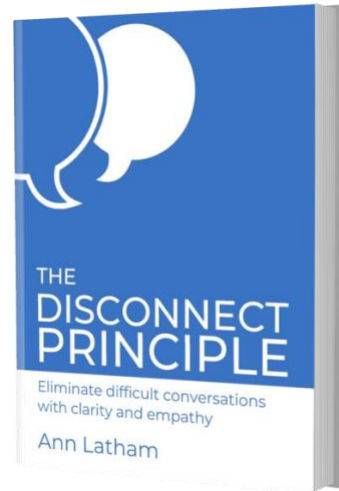
(This chapter has no images.)

Appendix: Feedback best practices

(The appendix has no images.)

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