

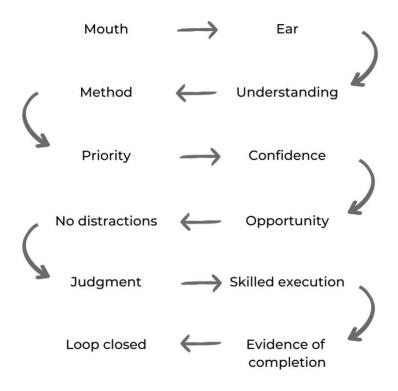
IMAGE COLLECTION

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

COMPONENTS OF FEEDBACK

A. YOUR THOUGHTS

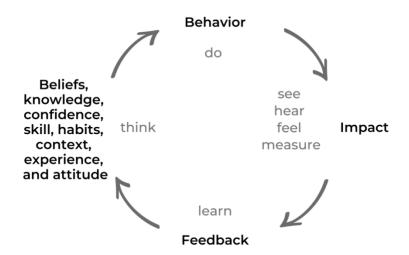
B. YOUR DESCRIPTION OF BEHAVIOR AND IMPACT



C. YOUR OFFER

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!

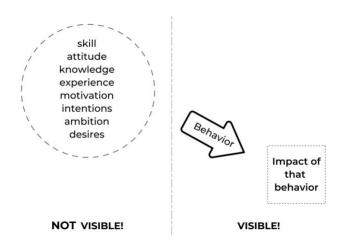


Chapter 4 Fix the situation, NOT the person

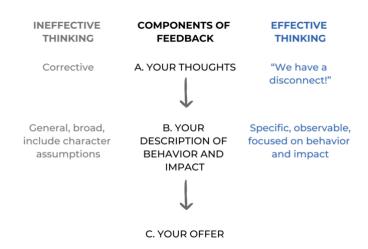
Why are we so certain about things we can't see?



Ignore the invisible; focus on the visible

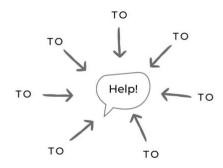


Assumptions and generalizations can defeat you

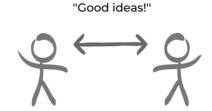


Chapter 5 Do WITH, not TO

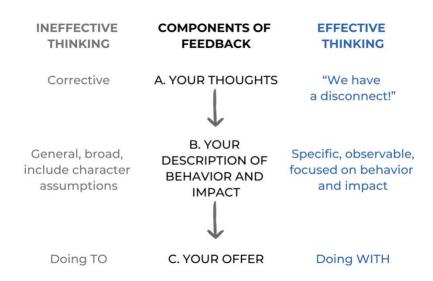
Doing TO



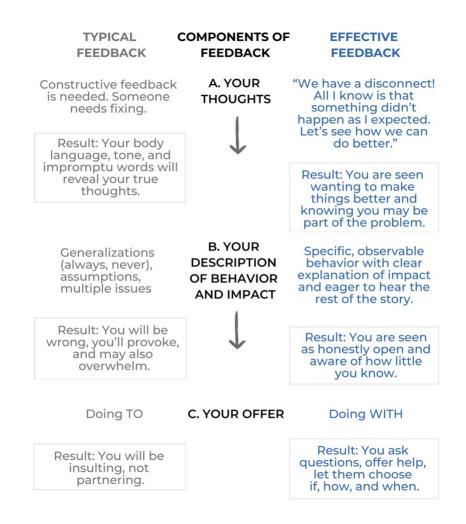
Doing WITH



The Disconnect Principle Mindset

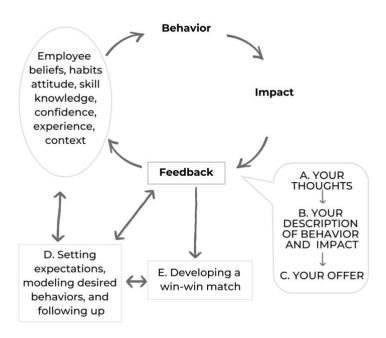


Do you provoke or partner?

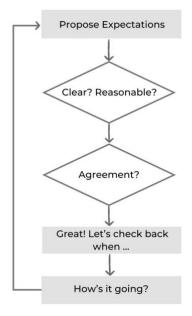


Chapter 6 Rethink accountability

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

Manager's responsibility:Our direction is evolving.

- You are evolving.
- Where do your passions lie?
- This is what we need.
- Is there a strong overlap between our needs and your knowledge, skill, and passions or is it time to part ways?
- Agreement reached.

Employee's responsibility:

- Am I passionate about my work?
- Do I understand what they need me to learn and do differently?
- Am I interested in and determined to learn those things?
- Is there a strong overlap between their needs and my knowledge, skill, and passions or is it time to part ways?
- Agreement reached.

Chapter 8 Connecting through disconnects

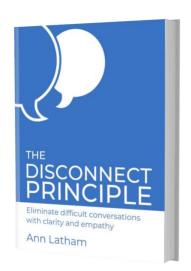
(This chapter has no images.)

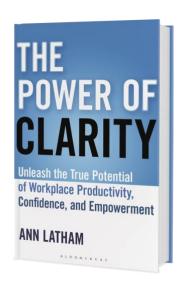
Appendix: Feedback best practices

(The appendix has no images.)

Did you find *The Disconnect Principle* useful?

If so, please post a <u>review on Amazon</u> so other readers can discover its value.





If you found *The Disconnect Principle* to be of value,

you will love *The Power of Clarity*!

If you've read The Power of Clarity, please <u>submit a review</u>.

Your reviews help spread great ideas and make authors really happy!

Thank you so much for your support!