

EXERCISE # 2

OUTLINING YOUR OWN REAL SCENARIO

HEART

STRUCTURE

*Identify an employee that you really need to see a behavior change(s) occur – (use initials or make up a name) and circle either the Heart or Structure.

*Identify the behaviors you see, or don't see that need to change and the buttons they push in you.

*Identify what you think about this employee as a result of what you see and how it makes you feel.