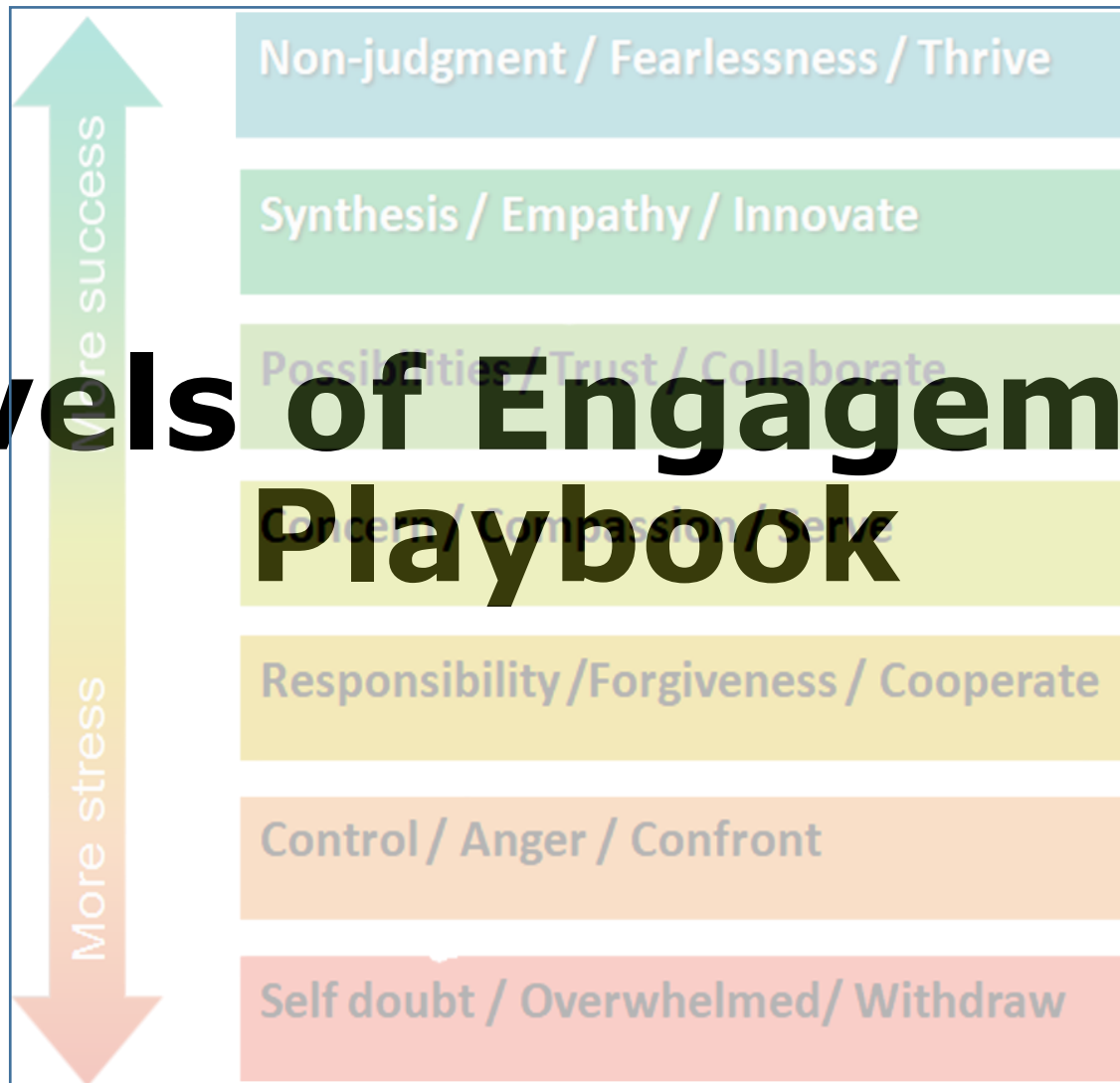


Levels of Engagement Playbook



What stresses you?

What is the situation?	
Who is involved?	
How do you feel ?	
How do you react?	

Level 1: “I lose”

- **What is a level 1 thought that you have in this situation?**
 - Inadequate, self-doubt, lack of control
- **What’s the feeling that goes with that?**
 - Overwhelmed, unappreciated, worried , guilty, apathetic?
- **What do you tend to do to in this situation?**
 - Withdraw, avoid, procrastinate, stop trying?

Situation (who, where, what, when)	
Your thoughts?	
Your feelings?	
How you react?	
What do you believe about yourself in this situation?	
How true is this belief?	

Level 2: “You lose”

- **What is a level 2 thought that you have in this situation?**
 - What’s wrong?, I’m right! It’s your fault!
- **What’s the feeling that goes with that?**
 - Anger, frustration, distrust, defensive, impatient?
- **How do you tend to react?**
 - Challenge, confront, control, blame, coerce?

Situation (who, where, what, when)	
Your thoughts?	
Your feelings?	
How you react?	
What do you believe about the other person in this situation?	
How true is this belief?	

Level 3: “I win and it’s OK if you win too”

- **What is a level 3 thought that you can have in this situation?**
 - “I’m responsible”, “I forgive”, “You need to do this”, “I need to get things done”
- **What’s the feeling that goes with that?**
 - Forgiving, anxious, dissatisfied, ambivalent, tolerating
- **What do you do to make the situation better for yourself?**

Situation (who, where, what, when)	
Your thoughts	
Your feelings	
How you react	
How does this make things better?	
What are potential consequences in this situation?	

Level 4: “You win”

- **What is a level 4 thought that you can have in this situation?**
 - “I want to help”, “I want to be appreciated”, “I am grateful”
- **What’s the feeling that goes with that?**
 - Sympathy, compassion, appreciated, gratitude?
- **What do you do to feel better in this situation?**

Situation (who, where, what, when)	
Your thoughts	
Your feelings	
How you react	
How might you be getting in the other person’s story?	
For what can you be grateful in this situation?	

Level 5: “We both win”

- **What is a level 5 thought that you can have in this situation?**
 - “What’s another perspective?”, “How is the other person affected?”, “What might be the best solution for the other person?”
- **What’s the feeling that goes with that?**
 - Trust, peace, curiosity, confidence?
- **What might collaboration, empowerment, or not taking things personally look like in this situation?**

Situation (who, where, what, when)	
Your thoughts	
Your feelings	
How you react	
What is the opportunity in this situation?	

Shifting to Level 6

- **What is a level 6 thought that you can have in this situation?**
 - “Big picture” perspective, What is an intention you can have?
- **What’s the feeling that goes with that?**
 - Enthusiasm, excitement, joy?
- **How can you explore, be curious, creative, innovative in this situation?**

Situation (who, where, what, when)	
Your thoughts	
Your feelings	
How you react	
What idea comes to mind?	

Shifting to Level 7

- **What is a level 7 thought that you can have in this situation?**
 - “It’s great to be me!”, “Everything is the way it’s supposed to be”
- **What’s the feeling that goes with that?**
 - Freedom, fearless, completely accepting and non-judgmental
- **What happens now?**

Situation (who, where, what, when)	
Your thoughts	
Your feelings	
How you react	
What does freedom feel like in tis situation?	