



CIRCLE & SQUARE

A MEMBER OF FARBER

Talking So People Listen and Listening So People Talk

Canadian Home Care Association

October 22, 2018

Sensitivity



In-sensitivity



Blind



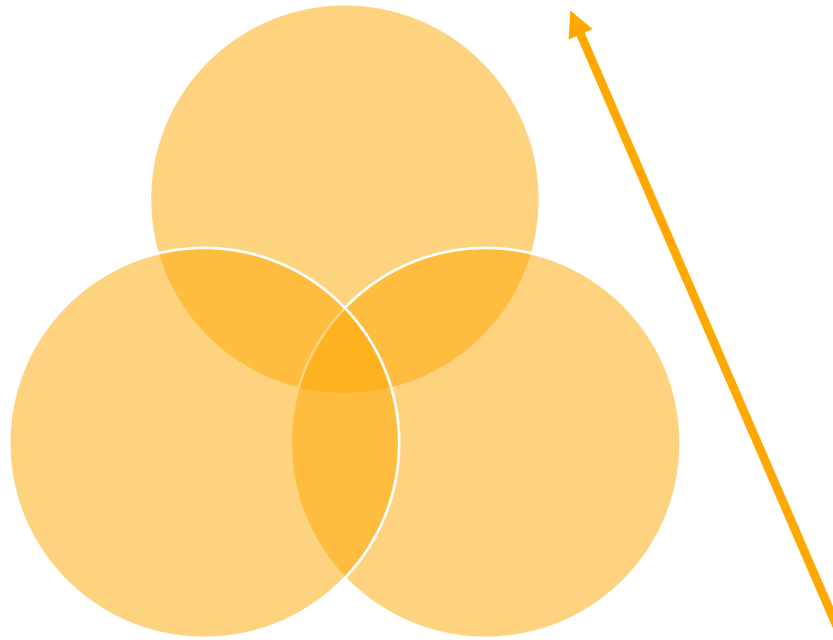
Hyper-sensitivity



X-ray Vision

Mentalization

Task



Customer



Customer Service Representative

$$\frac{C}{T} = R$$

Connection

Task = ***Relationship***

No Connection

Task = ***No Relationship***

Connection

No Task = ***No Relationship***

$$\frac{C}{T} = R^2$$

Critical



Nurturing



Free



Adaptive

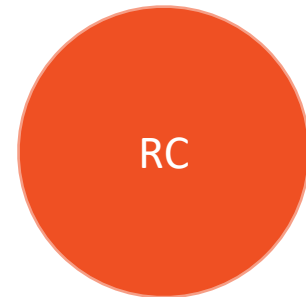
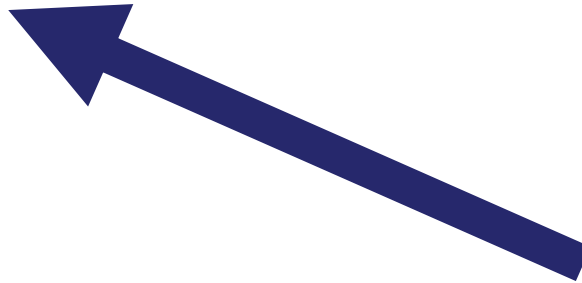
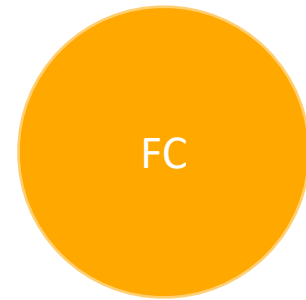
Rebellious



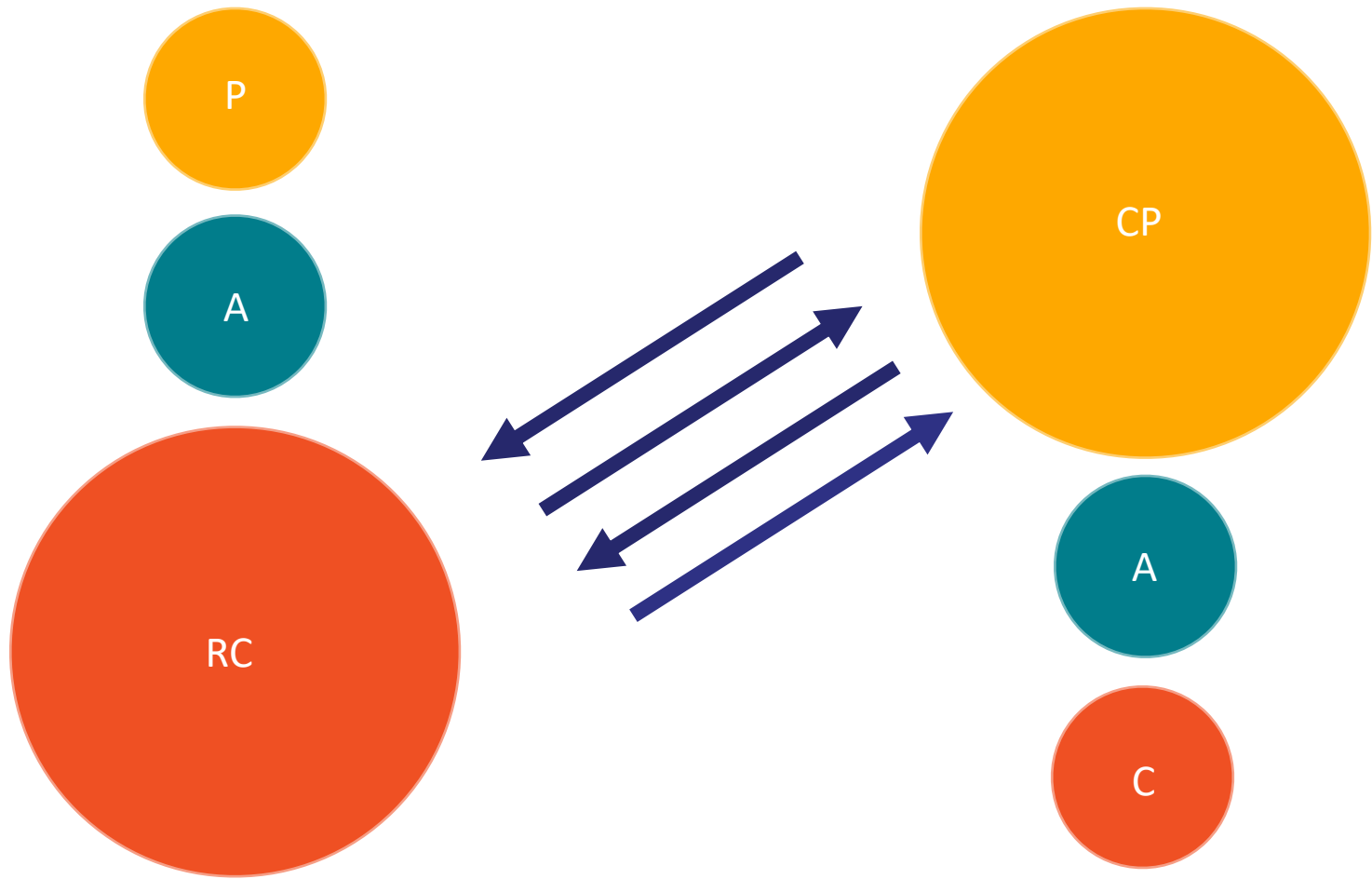
OLD MAN

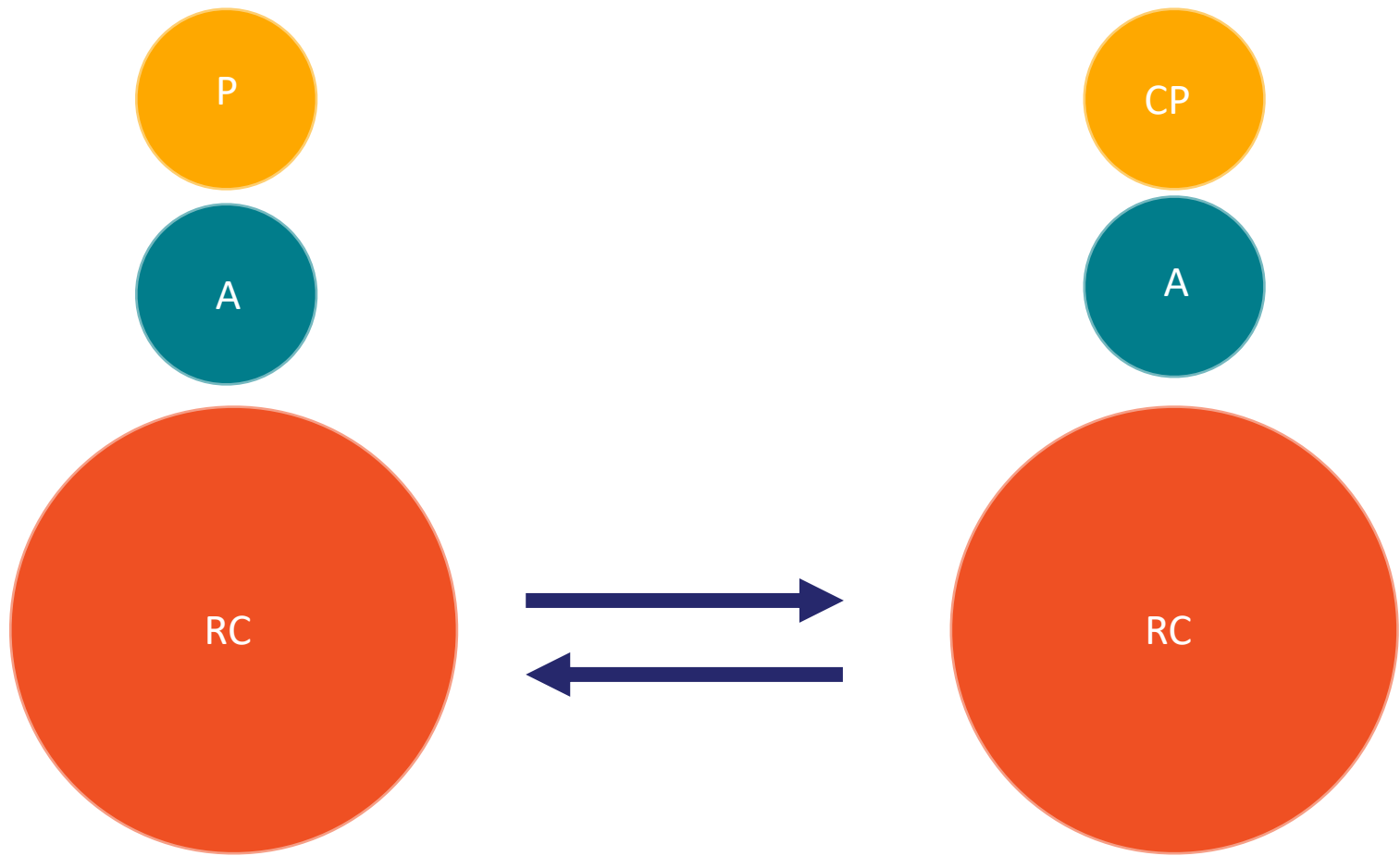


YOUNG BOY

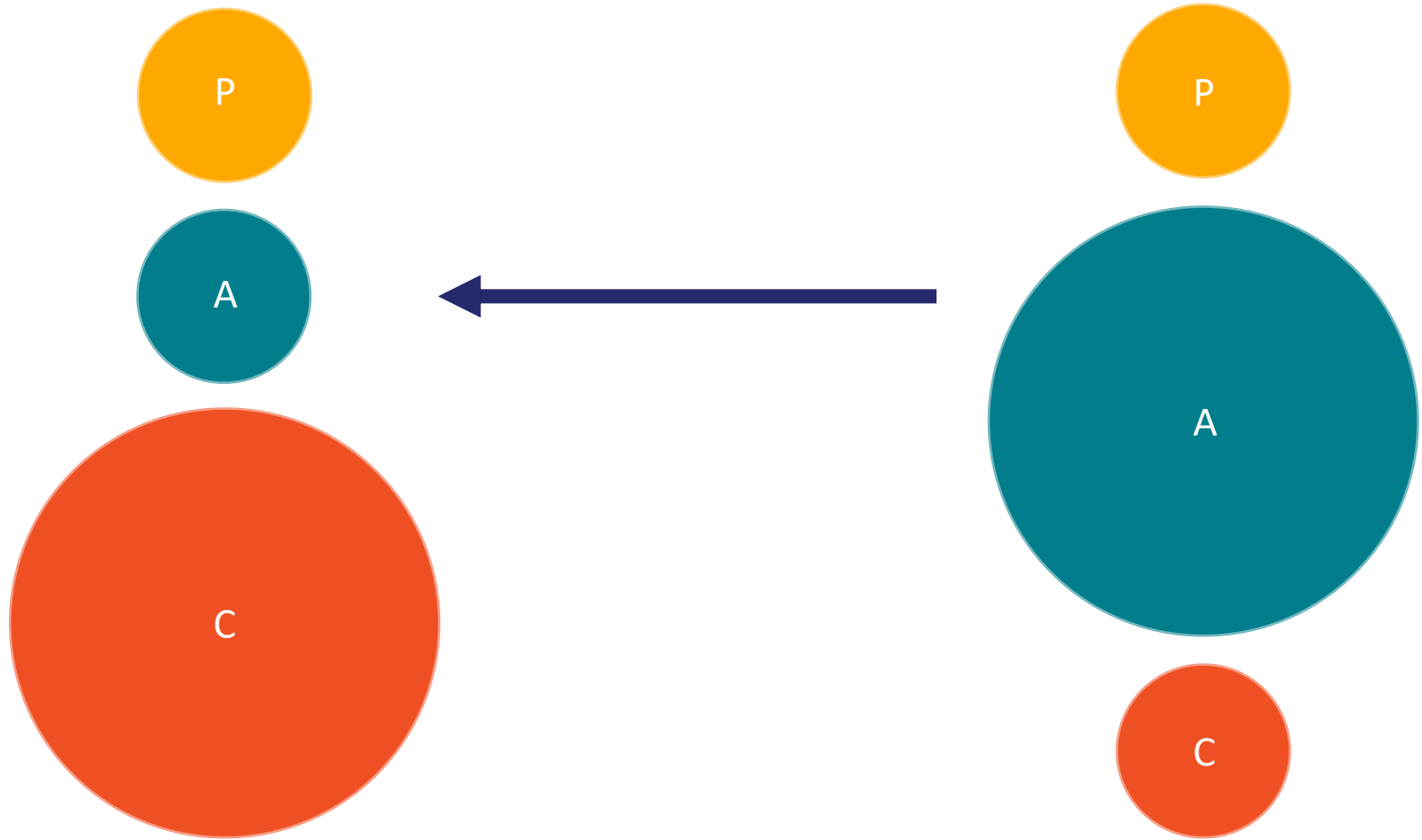


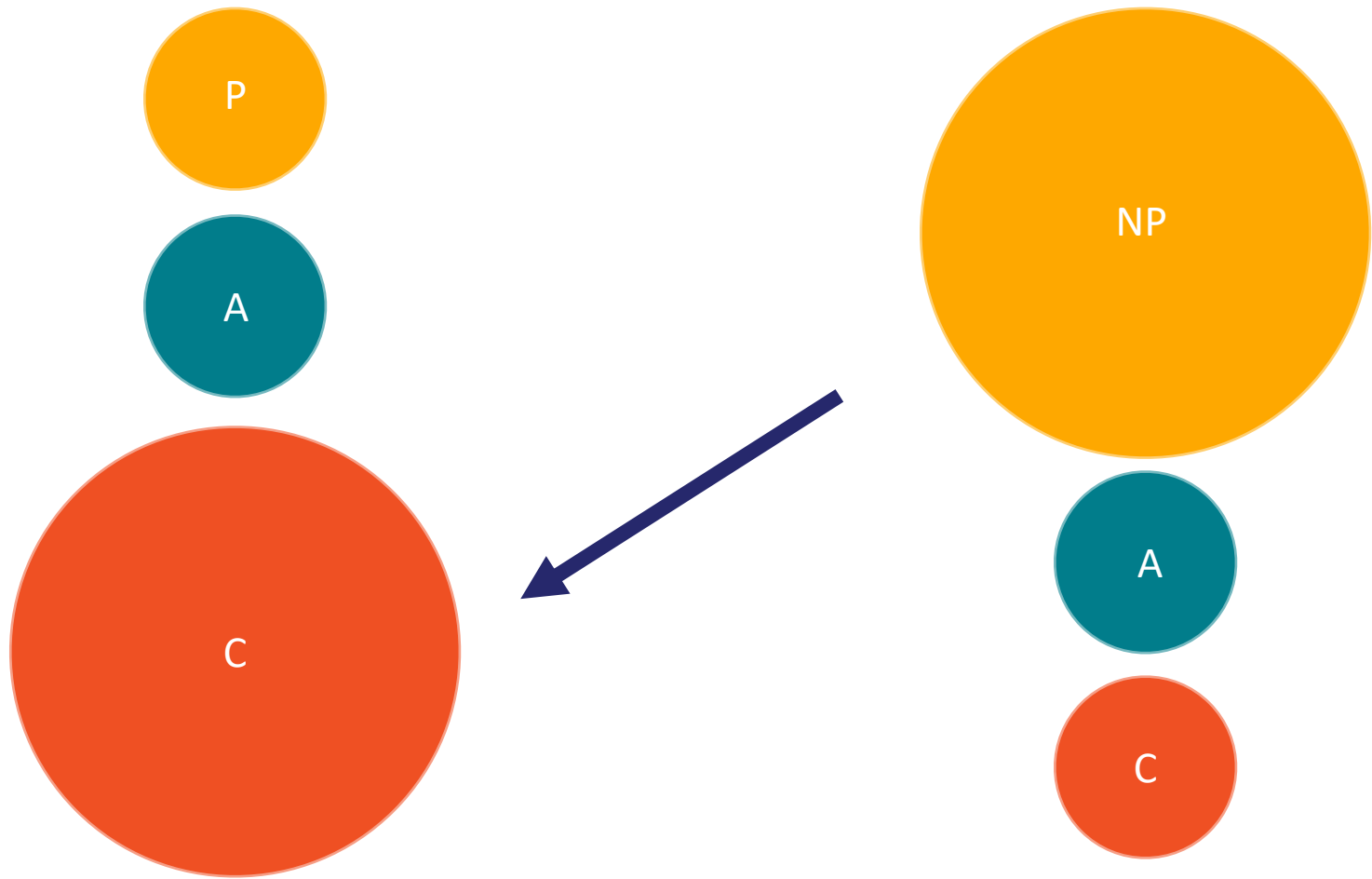
RACHEL

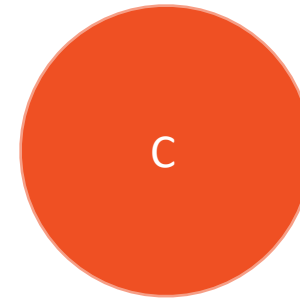
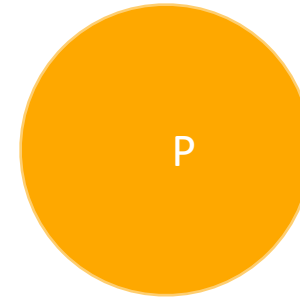
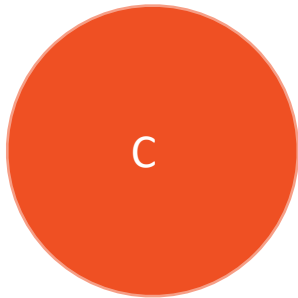
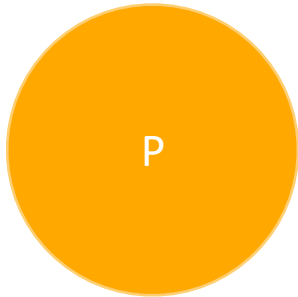




APPLIED TO THE WORKPLACE







Go Beyond



Canadian Home Care
Association
canadienne de soins
et services à domicile

Vision: Empathy



Sensitivity



Mentalization

$$\frac{C}{T} = R$$

Relationship



**Closing the
Gap**



**Analyzing
Transactions**



Egogram



What will you
do differently?



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95 - 5

Resentful - Disempowered



80 - 20

Changing Behaviour

Raise Consciousness



Reflection



Insight



Attitude / Mindset



Behavioural Shift

