

Need/obligation game

1. **Someone does something for you, even though you did not ask for it!**
2. **They expect you to be grateful for what they did**
3. **You return the favor, even though they did not ask for it**



Need/obligation game

1. You **do** something for someone, even though the person **did not ask** for it!
2. You (unconsciously) **expect** the person to be **grateful** for what you **did**
3. You (unconsciously) **want** the person to **return** the favor, even though you **have not specifically asked** for it

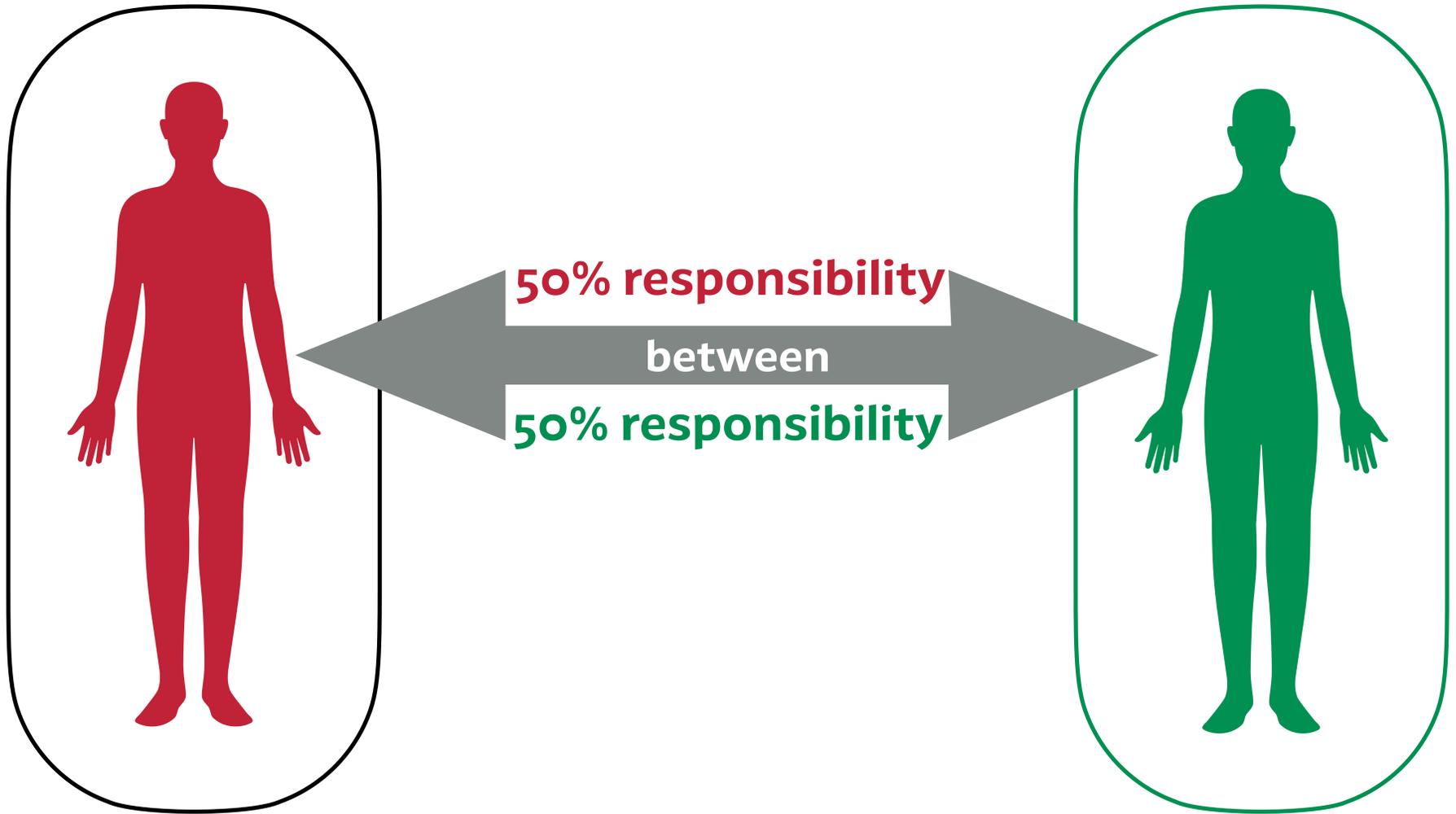


Effective communication

- **Direct utterance of expectations**
- **Completely open agenda**
- **Ensures that the receiver understands your intention(s)**
- **Willingness to confront the other person directly with “negative” subjects**
- **Always based on your experience, without judging the other person:
I-am, I-do, I-say, I-think, I-feel...**
- **Takes 100% responsibility for own words, actions and signals in the past, present and future**



Effective responsibility



100%
responsibility

100%
responsibility