



**QUESTIONS** - Questions gather information, gain perspective, and counter impulsive knee-jerk judgments. Even-handed people ask a lot of questions before they make up their mind or form an opinion.

**RATIONAL** - "Feelings and Opinions are often a personal triumph over good inquiry and good data." Information comes in many forms, some we like, some we do not. However, we do not have to like it, or "feel good about it" to use it for mutually satisfying benefit..

**FEELINGS OK** - Acceptance of self and other's feelings as part of the total picture. People with authority and power ignore their own feelings, and other peoples, at their own peril.

**BIG PICTURE** - As opposed to the small, narrow, limited view that often as not generates small, narrow, limited conclusions. Increase perspective by questions including feelings.

**INQUIRES** - Taking an active interest in gathering information about "what is going on" as opposed to operating on gossip, innuendo, partial information, and prejudice. Consultation and the sharing of thoughts, feelings, opinions, is a mutual two-way street.

- WHO** Is involved, others feelings, thoughts, opinions, are often not about you !
- WHAT** Are the details and issues involved, get more than an emotional response. What boundaries ? Time - Space - Person - Property - Papers
- WHERE** Did things happen, at home, at work, with a friend. "Place" always has feelings associated with it. Those feelings are important to the other person..
- WHY** What are possible motivations for why things happened the way they did. If you know why people do things, you are better prepared to deal with them.
- WHEN** As a child ? As a young person ? Over breakfast ? Over dinner ? Timing of events in life - at home, at work - has different meaning for people.



OPINIONS AND FEELINGS ARE FREQUENTLY A PERSONAL TRIUMPH OVER GOOD THINKING  
YOU DEFINE REALITY BY WHAT YOU KNOW, WHAT YOU BELIEVE, AND WHAT YOU DO ABOUT IT.