

ART

(The Authority of the Resource Technique)

A three step interpretation process

Step 1. Give and Objective Description of the Situation.

Step 2. Explain the Implications of the Action or Situation that was Observed.

Step 3. Tell Them How You Feel About It and What Can (Should) Be Done to Improve the Situation.

Note: Pay attention to body language. Is a “shoulder to shoulder” opportunity appropriate?