Teepa Snow's **Snow Approach**:

Five Ways to Acknowledge Dissatisfaction





Acknowledge Dissatisfaction

To connect with someone, acknowledge what you are seeing with matching facial expressions and tone. This is a reflection of what you see, not an assumption. Try to say it in a way that invites a response.

It seems like I made you angry = seek I made you angry = assumption



Intent

(Sigh)
It seems like what I did was not helpful.



Emotion

It looks like you are really frustrated with me.



Skills/Abilities

It feels like I disrespected you. **WOW!** That's **not** okay!



Experience

You didn't expect that, did you? That looks like it was **not** okay.



Change

(Sigh)
This is hard, huh?



Teepa Snow's **Snow Approach**:

Five Ways to Express Appreciation





Express Appreciation

The value of an authentic appreciation is that it is specific. What did the other person do or offer that you found helpful or that made a difference?

Intent

Thank you for your help. I sure appreciate you spending time with me.



Emotion

Thank you for your support when _____. I felt it.

Skills/Abilities

You have a really good eye, thank you for editing the _____.
Identify something specific that the person did.



Experience

WOW! Your role play really helped me understand _____.



Change

Thank you for changing or trying _____
It was a hard shift.

