



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*





Teepa Snow's *Snow Approach*:

Five Ways to Express Appreciation

Teepa Snow's
Positive Approach to Care®
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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.

