

## Bob's Fears/Buttons



- Controlled
- Helpless/Powerless
- Inadequate
- Misportrayed
- Misunderstood



## Bob's Wants

- Accurately Portrayed
- Success
- Partnership
- Passion
- Wanted

## Bob's Reactions

- Complain
- Defensive
- Fix-it-Mode
- Lecture
- Right Wrong

# Reactive Cycle

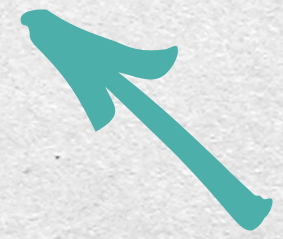
## Jenni's Reactions

- Anger
- Blame
- Defensive
- Judge
- Right/Wrong

## Jenni's Fears/Buttons



- Controlled
- Suppressed
- Invalidated
- Judged
- Ignored



## Jenni's Wants

- Heard
- Support
- Approval
- Valued
- Validation