

# THE COOPERATION PARADIGM

## STEP #1: YOU MATTER

**ACTIVE LISTENING:**  
Use "how" and "what" questions to get people talking. Avoid "why" questions because they make people feel judged. Allow "what" and "how" and say bye to "why."

## STEP #2: YOU BELONG

**EMPATHY:**  
Assign people the traits you want them to have.

## STEP #3: YOU ARE SAFE

**RAPPORT & INFLUENCE:**  
Ask them "right?". Their head-nod, "yes," will positively influence the short-term thoughts and actions of that person.

Just like the need for food and shelter, we all have a primal need to feel like we matter, we belong, and we are safe.

These needs are fundamental to our sense of happiness, motivation, health, and well-being. Yet, despite our best efforts, cooperation is almost always hit or miss. This is where **"THE COOPERATION PARADIGM"** comes in!

*Bonus Tip: You may want to use the word "BECAUSE" — it's one of the most influential words to get people to cooperate. And use a contraction to get the person to say "yes" (wouldn't, couldn't, don't, isn't, etc...).*

**EXAMPLE:** Your child has been playing with the iPad for 4-hours straight. Instead of saying, "You're addicted to electronics!", use the Cooperation Paradigm:

**STEP #1:**  
"How's it going, Angus?"  
Then actively listen (and listen and listen).

**STEP #2:**  
"Angus, you understand the importance of balance..."

**STEP #3:**  
"Right?"  
Then make your request.

## HERE ARE SOME EXAMPLE QUESTIONS TO ASK:

- » What's different today compared to yesterday?
- » How would taking some kind of action make you feel better right now?
- » What's important for me to know or understand about X coworker?
- » How do you envision moving forward?
- » How can we work together to bring about the best outcome possible?
- » How are you feeling?
- » What would you like a typical work day interaction to look like with the two of you (or the team or with me)?
- » How can we think about this from a different perspective?
- » How can we look at this from a different angle?
- » How is X coworker's action (decision or remark) impacting you today?
- » What do you respect about X coworker?
- » What is going well in your work relationship with X coworker?
- » What about this situation is working?
- » What leads you to that conclusion?
- » How is your work environment helping you succeed?
- » What do you want X coworker to know?
- » What does respectfulness at work look like?
- » What ideas do you have to be able to move forward? How do you suggest you get there? What's the first step?
- » What mutually beneficial solutions can you offer?
- » What would have to happen for you to accept X coworker's solution (idea or plan)?

## POSITIVE TRAITS TO ASSIGN PEOPLE:

- |                  |                       |                   |
|------------------|-----------------------|-------------------|
| • Authentic      | • Friendship          | • Recognition     |
| • Acceptance     | • Fun                 | • Religion        |
| • Accuracy       | • Gratitude           | • Reputation      |
| • Achievement    | • Growth              | • Respect         |
| • Acknowledgment | • Happy               | • Responsible     |
| • Advancement    | • Health              | • Resolution      |
| • Adventure      | • Honesty             | • Resourcefulness |
| • Affection      | • Humor               | • Security        |
| • Ambitious      | • Influence           | • Self-Control    |
| • Authority      | • Intelligence        | • Self-Respect    |
| • Balance        | • Joy                 | • Sharing         |
| • Careful        | • Justice             | • Simplicity      |
| • Challenge      | • Kindness            | • Speed           |
| • Compassionate  | • Knowledge           | • Spirituality    |
| • Competent      | • Leadership          | • Stability       |
| • Cooperation    | • Learning            | • Status          |
| • Creative       | • Logic               | • Structure       |
| • Dependable     | • Love                | • Success         |
| • Determined     | • Loyalty             | • Support         |
| • Direction      | • Making a Difference | • Sympathy        |
| • Directness     | • Meaningful Work     | • Teamwork        |
| • Drive          | • Motivation          | • Thoughtfulness  |
| • Eagerness      | • Optimism            | • Trust           |
| • Ease           | • Order               | • Trustworthiness |
| • Education      | • Passionate          | • Truth           |
| • Effectiveness  | • Patient             | • Understanding   |
| • Ethics         | • Peace               | • Virtue          |
| • Enthusiastic   | • Perseverance        | • Vision          |
| • Excellence     | • Popularity          | • Warmth          |
| • Exploration    | • Power               | • Wealth          |
| • Flexibility    | • Pride               | • Winning         |
| • Focus          |                       | • Wisdom          |