

## **Authoritative**

**Prescriptive** • Give advice and guidance

- Tell the other person how they should behave
- Tell them what to do

**Informative** • Give your view and experience

- Explain the background and principles
- Help the other person get a better understanding

**Confronting** • Challenge the other person's thinking

- Play back exactly what the person has said or done
- Tell them what you think is holding them back
- Help them avoid making the same mistake again

**Cathartic** • Help the other person express their feelings or fears

- Empathize with them

**Catalytic** • Ask questions to encourage fresh thinking

- Encourage the other person to generate new options and solutions

## **Facilitative**

- Listen and summarize, and listen some more

**Supportive** • Tell the other person you value them (their contribution, good intention or achievements)

- Praise them
- Show them they have your support and commitment