







## The Central Role - Pre-work

b) Provide an example of Consequence management that you, or someone else has enacted. What changes to others peoples behaviour or approach did you observe?

c) What methods do you use to ensure that people are ready for the change.

Step 6: consider the following questions

a) Now that you have reflected on the behaviours and how you might express them, which behaviour most resonates with you?

b) For each behaviour, consider how they contribute to your personal effectiveness. Rate on a scale of 1 to 10

c) What behaviour or specific component would you like to work on?