

## Developing a *ProZone* through Structured Dialog

**A. Request RGB/UHS Products.** Request RGB or Survey (UHS) Comparison Profiles for yourself and one other person. Repeat this process for all critical relationships within your sphere of influence. This may have already been done by someone else as a routine option available through *QWLC CapacityWare*<sup>TM</sup> services. You may be able to continue this process yourself by asking your Cultural Realignment Coordinator for more information or contacting *QWLC* directly via e-mail with your request.

**B. Request Guides.** Request the Interpretation Guide(s) for the -- RGB, and/or UHS. This can be done through a Cultural Facilitator or directly via the *QWLC* website ([www.LTODI.com](http://www.LTODI.com)). At the Leadagement Technologies, Inc. section, click on "RGB Profile Information" and/or "UHS Information".

**C. Study Results.** Study the areas of difference and similarity between the two data graphics. Jot down some potential implications. Always try to uncover the behavioral aspects of what the data means as an aid to bringing it to life.

**D. Determine and Discuss Strength Implications.** RGB - Determine and discuss the implications of color match and mismatch. Pay particular attention to areas that may cause dysfunction in the relationship

**E. Determine and Discuss Weaknesses.** RGB - Determine and discuss the implications of weak tracery "number(s)" on the relationship. Try to identify functional and dysfunctional ways that relying on each other can aid and encumber work getting done.

**F. Identify Symptomatic Data.** UHS - Identify those data points where the other persons "number(s)" are lower than your own. Develop inquiries that will allow you to understand why those elements are lower. Fight the natural tendency to "explain" why the other person is wrong in their opinions until they have completely explained their position. Treat their opinions with legitimacy unless known facts contradict their view.

**G. Share Symptomatic Data.** UHS - Share why your "number(s)" are different and cite examples that will reinforce the opinions you have within the context of that inventory or survey area. Refrain from trying to convince the other person you're "right," just tell your story the way you have experienced it. *Seek to understand, first. Then to be understood.*

**H. Formulate a Course of Action.** UHS - Formulate a course of action that will close the gap in perception. Just talking to the other person will not close the gap. You must take some action together that will change opinions. Refer to the BRES (Beliefs - Rules - Evidence - Stories) Model for more information if necessary.