

How we view the world...

Event (something happens)



Filters (relate to our past experiences)



Assumptions (judgments)



Response (results)

Discuss this event:

A participant pulls into the parking lot driving a fancy SUV. She comes into the WIC office with a manicured nails and a Starbucks. She tells you “I’m in a big hurry so can I be seen right away?”

- What assumptions or judgments would you be tempted to make?
- What do you think is going on?
- What past experiences (filters) would affect your judgment?
- How would you respond?
- How would this affect the service you provide?

Everyone makes assumptions...

How can we be proactive in order to avoid judgments?

When you realize you are making an assumption...

1. Stop
2. Challenge your assumption...what else could this be about?
3. Choose to approach each situation with curiosity
4. Focus on behaviors and facts, not assumptions