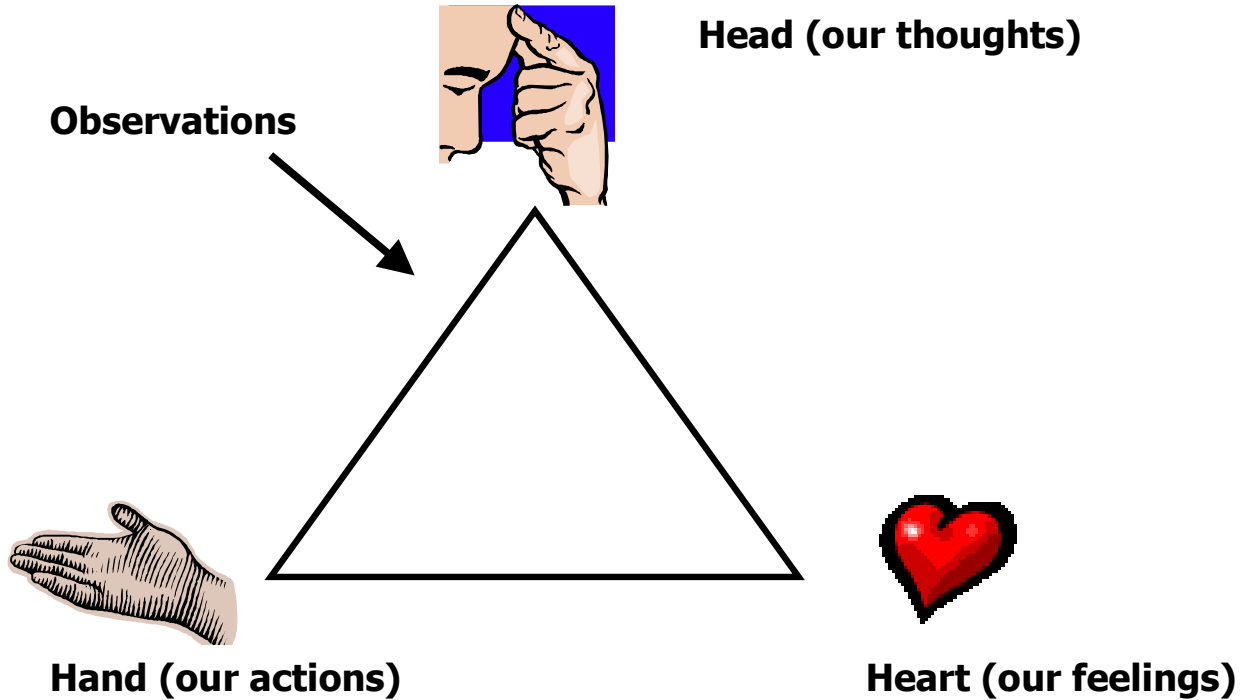




Head, Heart and Hand

Apply the Head, Heart and Hand model to a workplace scenario and see how your outcome (hand) was directly impacted by the thoughts (head) and feelings (heart).



The Head describes what we think and what we know.
I know

The Heart represents how we feel about it.
I feel

And the Hand describes the action we take based on how we think and feel.
My action was

How will you choose to incorporate the model next time?