



Intent vs. Impact Worksheet

Name: _____ Date: _____

By intentionally modifying our behavior by choice, we can positively impact our level of credibility and build trust and respect with others. Ultimately everyone wins through improved interpersonal interactions and improved business results.

Directions

Step 1: Identify someone with whom you wish to create a more positive impact

Co-worker Teammate Boss Client Direct Report Other

Step 2: Complete question 1 below before you meet with them

Step 3: After your meeting, complete questions 2 through 4

Step 4: Schedule and meet with an accountability partner to talk about your experience

1. What specific behavior changes will you make when interacting with this person?
2. How did the person appear to react—positively or negatively?
3. What is your perception about their reaction based on (i.e., what they said, their body language)?
4. Based on what happened, what did you discover and what will you do differently the next time you interact?