



# What microskills does S.A.V.I.R.O.A.D. train, on the road to Leader-Coach?

Managers discover and practice **8 microskills** that transform any conversation into a **defining moment**.

**Seek to understand | Appreciate | Value-based | Integrate ideas**

**Reframing | Observation | Acknowledge | Doable |**

Managers become aware of the impact these microskills have on **3 essential dimensions** regarding performance and people growth:



**Mind**

(effective thinking)



**Heart**

(positive state of mind)



**Hands**

(action orientation)

S

**Seek to understand** – the ability to ask neutral questions, without a personal agenda or a predefined answer: *“What happened? “How do you see this?”*

A

**Appreciate** – the ability to offer appreciation, either for the communication process (*“Thank you for having this conversation, it’s really important that you are telling me this”*), or by complimenting a resource the other is unaware of.

V

**Value-based** – the ability to introduce a motivational “Why, behind” directions and requests, a “Why” originating in vision and values, a “Why” that makes work meaningful.

I

**Integrate ideas** – the ability to integrate ideas that are different from yours, by leveraging the positives, clarifying instead of criticizing, building on the other’s ideas.

R

**Reframing** – the ability to change the meaning of a situation (*short term versus long term, problem versus opportunity, failure versus lessons learned*).

O

**Observation** – the ability to carefully observe actions and behaviors and to reflect them through feedback, without judgment.

A

**Acknowledge** – the ability to communicate that the other's thoughts, emotions and needs are understood without judgment.

D

**Doable** – the ability to guide the conversation towards specific action, that unlocks potential and helps the other progress.