| Do unto others... | *Abiding by the "Platinum Rule"* |
|---|---|
| | A 60-minute Webinar |

1) When dealing with patrons, often our instinct is to abide by the _____:
   "Do unto others as you would have them do unto you."

2) In fact, the Golden Rule might actually encourage us to ignore _____

   _____.

3) It might be more beneficial in many cases to instead consider using the

   _____:
   "Do unto others as they would have you do unto them."

4) In other words, interact with them based on _____ perspective

   about what they want, not your _____ about how to treat
   them based on your own perspective.

5) What are some areas that might create a _____ in perspective
   in  how a patron should be treated regarding your own preference vs. theirs?

   a. _____

   b. _____ (*Wired That Way,* Florence and Marita Littauer)

      o  <u>need admiration, acknowledgment</u> = _____

      o  <u>need to control and achieve</u> = _____

      o  <u>need details, accuracy</u> = _____

      o  <u>need the status quo, harmony</u> = _____

   c. _____

   d. _____

   e. _____

   f. _____

   g. _____

h. _____

i. _____

j. _____

k. _____

l. _____

6) What might be some unexpected_____ when we don't consider their perspective?

    a. they get _____

    b. they are _____

    c. they are _____

    d. we perceive <u>them</u> as _____

7) How can we exhibit the platinum rule?

    a. Become _____. Their reality may not be the same as your reality.

    b. Develop _____. Try to understand their perspective instead of trying to insert yourself – and your perspective – into their situation.

    c. Understand that the platinum rule is not about changing _____;

    it's about understanding _____.

According to Milton Bennett's "platinum rule," we see _____ and a

_____ reality and respond with _____.

Instead, consider seeing _____and

_____realities and respond with _____.

Instead of, "I'll do it this way because _that's what I would want_, so surely it's what they want," think… "I'll try to understand their perspective and do it _based on what they want_."

_Note to self: I can now use this knowledge to:_____

_____

_____