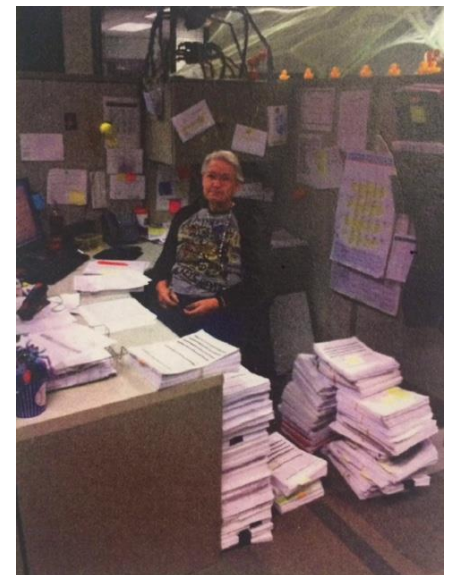




BE VERDANT

# SUPPLEMENTAL GUIDE

## Episode 6: The Paper Fort 5 Questions for Consideration



1. Dan used the picture at right to create a burning platform for change. What ways do you think this image makes the case for improvement? How is this different than providing data points?
2. In what way does Dan characterize “client-based empathy” and how might you use this in your role?
3. In what way does understanding process help identify changes or help them be effective?
4. It seems that the organization had been using the current processes Dan was focused on fixing. Why do you think it changed when he joined the organization?
5. Alessandria shared an article about the 10 phrases that sound less confident. Are there any you use that you would like to change? Any you would add? Any you would argue against?