



Touching hearts Opening minds Changing lives



The Eight Heartset® Skills

- Skill #1** Seeing the Best in Everyone – Honoring
- Skill #2** Positively Reinforcing – Praising
- Skill #3** Listening from the Heart
- Skill #4** The Power of Choice – Personal Responsibility
- Skill #5** Resolving Conflict
- Skill #6** Moving from Judgment to Forgiveness
- Skill #7** Turning Challenges into Learning Opportunities
- Skill #8** Giving and Receiving