Experience Grid: The Therapist's Office

Experience zone	What it cultivates in leaders	What it cultivates in teams	Impact on performance and culture	Examples
Attunement	Presence without fixing	Feeling seen, lower defensiveness	Faster conflict resolution, stronger trust	Thoughtful check-ins, reflective listening
Clarifying questions	Coaching mindset, boundaries	Ownership, self-direction	Reduced bottlenecks, increased autonomy	"What do you need?" "Next steps?"
Normal-ization	Calm, emotional regulation	Honesty, reduced shame	Realistic assessments, reduced drama	Naming emotions, values-based norms
Boundaried care	Healthy limits	Predictability, trust	Burnout prevention, role clarity	Redirecting to HR/ EAP, support scripts
Reflection	Strategic presence	Self-awareness, resilience	Better decisions, improved learning	Walking meetings, journaling prompts