

Tools matrix	Tool Number	Interpersonal Skills	Communications	Relationships	Meetings	Analysis/Diagnosis	Creativity/Exploring	Understanding self/others	Learning/Improvement	Purpose/Defining Objectives	Project Management	Change – Individual	Change – Organisation	Create Options	Review/Evaluation	Resources	Power/Influence/Context	Values/Beliefs	Leadership	Team/Group Work	
Active listening	7	✓	✓	✓			✓	✓	✓												✓
Assertiveness	8	✓	✓					✓									✓				
Being innovative	9						✓		✓			✓		✓							
Blocks and barriers	10					✓			✓	✓	✓	✓			✓		✓				
Breakdown and breakthrough	11									✓	✓	✓					✓				
Business purpose awareness	12		✓			✓				✓			✓			✓	✓				
Change curve	13							✓				✓			✓		✓				
Coaching	14	✓						✓	✓			✓		✓				✓	✓		
Communications model	15		✓																		✓
Conscious & Unconscious Comp	16					✓			✓			✓			✓						
Creating 'Yes sets'	17		✓	✓	✓						✓					✓					✓
Creativity tools	18					✓	✓					✓		✓							
Decision making methods in groups	19				✓				✓		✓		✓	✓			✓	✓			✓
Drama Triangle	20																				
Drivers	21	✓	✓					✓										✓	✓		
Effective meetings	22				✓						✓		✓						✓	✓	
Facilitation	23		✓						✓	✓	✓		✓				✓				✓
Feedback - giving and receiving	24	✓		✓				✓									✓		✓		
Feedback – quick and immediate	25							✓	✓			✓					✓				
Five types of change	26		✓			✓	✓			✓	✓		✓		✓						
'Fried Egg'	27																				
Ground rules	28				✓						✓		✓		✓		✓				✓
Humour and Smile	29	✓	✓														✓				
"Iceberg"	30																				
Internal customers	31			✓		✓		✓		✓	✓	✓	✓			✓					
Johari's Window	32							✓	✓												
Learning Log	33								✓	✓		✓			✓						
Learning styles	34							✓	✓			✓									
Making a case in 5 minutes	35				✓						✓					✓					
Managing the politics	36	✓		✓									✓				✓		✓		

Mental models	37		✓	✓			✓	✓				✓	✓		✓		✓	
Mood map	38	✓	✓	✓		✓										✓	✓	
Networking	39	✓	✓	✓											✓			
Non verbal communications	40	✓	✓	✓			✓			✓							✓	
Out to lunch	41	✓	✓		✓												✓	
Paradox of control	42				✓		✓				✓		✓		✓	✓	✓	
Personal reflection	43	✓					✓	✓										
Personal Style and Effectiveness – GRID	44	✓	✓	✓			✓			✓							✓	
P D S A	45							✓		✓		✓				✓	✓	
Please mind the gap	46	✓	✓	✓			✓											
Pre-meeting meeting	47			✓	✓			✓										
Prepare	48		✓	✓	✓												✓	✓
Project Champions	49									✓	✓	✓			✓	✓		
Project Review	50				✓			✓		✓		✓		✓				
Questioning triangle	51	✓			✓		✓	✓	✓								✓	
Quick wins	52							✓		✓		✓						
Rapport	53	✓	✓	✓			✓											
Readiness for change	54				✓					✓	✓	✓			✓	✓	✓	
Replace But with AND	55	✓		✓	✓		✓								✓	✓		
Requests and promises	56	✓	✓	✓			✓	✓							✓	✓		
Risk management	57									✓		✓		✓				
Stop, Start and Continue	58		✓				✓				✓						✓	
Stretch and Panic	59				✓		✓	✓			✓						✓	✓
System of profound knowledge	60				✓			✓			✓	✓			✓	✓		
Testing ideas on others	61				✓			✓				✓					✓	
The A Team	62				✓			✓									✓	
"The voice of the customer"	63	✓	✓		✓	✓		✓		✓	✓							
Time Management	64				✓		✓			✓				✓				
Trust and co-operation	65	✓	✓	✓	✓													
Understanding and dealing with resistance	66	✓	✓	✓							✓	✓			✓		✓	✓
Understanding Power	67	✓		✓	✓		✓								✓	✓		
Valuing others	68		✓				✓			✓	✓					✓	✓	✓
Variation	69				✓			✓			✓	✓					✓	
"Visioneering"	70					✓						✓	✓				✓	
MBWA	71	✓	✓	✓			✓										✓	
Win-win	72				✓		✓								✓		✓	

Your truth and mine	73	✓	✓	✓	✓													✓	✓	✓
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