

# PRACTITIONER EXPERIENCE

Experience an Embedded Practice in real work.

Emotional Intelligence



## PRACTICE: The Warm Layer

One sentence of human context before the task, so the request lands like it came from a person.

## THE HOOK

The task was clear. The person felt managed. One sentence between you and the request changes what it means to receive it.

DEFAULT

BEHAVIOR SPECTRUM

EMBEDDED

01

### SIGNAL

*When does this matter?*

Before sending any written communication to a direct report, team member, or colleague that contains a task, direction, request, or correction.

You're about to send a Slack message asking someone to redo a section of the report — straight to the task, no context.

02

### REDIRECT

*What do I do?*

Read the first sentence. Does it acknowledge the person, or go straight to the task? If it's straight to the task, add one sentence of human context.

You add: "I know this is a quick turnaround on top of everything else — the redo is because the client changed scope."

03

### SHIFT

*How will I know it's working?*

You'll know it's working when someone says "thanks for explaining why" without you thinking you did anything different.

A teammate replies, "Appreciate the context — makes sense, on it." No defensiveness, no pushback.

04

### EMBEDDED

*How do I know it worked?*

Your team stops reading your messages with their guard up. You get described as direct and warm — not either/or.

Someone tells a peer, "Her messages always tell you the why, not just the what."



REPEAT UNTIL EMBEDDED

## BEFORE (Old Pattern)

- Your message goes straight to the task.
- It gets read defensively, like it came from a system.

## AFTER (Embedded)

- One sentence of context comes before the ask.
- It gets read like it came from a colleague, not a directive.

## THE GOAL

Add the one sentence that makes the request land like it came from a person.