



# Elizabeth Kuylenstierna

## Expert in needs

Elizabeth Kuylenstierna have a passion to make a difference. Few do it with such breadth and depth as Elizabeth. She is an author, lecturer, therapist, coach and trainer. The common thread is to understand yourself and your own needs and also to understand others and their needs. In the lecture EXPERT IN NEEDS get supplementary studies in the right understanding of the needs of others in order to create good, dynamic and interesting relationships. Step one is to understand yourself, but if you want to get really professional in your relationships, you need to go a step further and really start to get interested in your counterpart, which can be a customer, a colleague or anyone of those you meet. Elizabeth describes her own journey as going from black and white to color TV. Do you want to face the world in color, you should take the chance to enjoy one of the Swedish authorities in these areas and of course as always - practice, practice and practice. Your relationships will get a whole new potential.

The goal of the lecture

- Identify and understand your own needs in order to understand others.
- Identify and understand others' needs for efficient communication.

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## Insikt - Coaching questions

1. What can you do if you feel that your needs are in contrast to your counterparty?
2. Choose a person you have extra difficult to relate to. Start exploring his/her needs to understand how you can find another way to build your relationship.
3. If you are in a conflict (big or small), how do you handle it? What are your own needs that guides your actions? How do you think the other party perceives you?
4. What are your needs? Listen to the lecture and identify needs on the next page.

## What are your needs?

Acceptance  
 Seclusion  
 Confidence  
 Community  
 Privacy  
 Playfulness  
 Motivation  
 Variety  
 Uncertainty  
 Support  
 Protection  
 Purpose  
 Encouraging  
 Visions  
 Honesty

Quietness  
 Trust  
 Development  
 Certainty  
 Humility  
 Getting help  
 Understanding  
 Joy  
 Harmony  
 Caution  
 Meaningfulness  
 Considerate  
 Respect  
 Cooperation  
 Empowerment

Structure  
 Fairness  
 Security  
 Proximity  
 Learning  
 Reciprocity  
 Communications  
 Care  
 Consideration  
 Confirmation  
 Freedom  
 Approach  
 Empathy  
 Stability  
 Emotional

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Tip: Copy this page and identify the needs you identifies with your most important contacts, internally and externally.