P.R.I.S.E. Model:
for Effective Communication, Performance, Innovation and Engagement

The following is a list of questions that you can use to guide your exchanges or conversations with any person in the workplace and in your personal life. By thinking about these questions, you can maximize the chances that the person you are interacting with stays open; will stay in the positive brain state known as the "Approach" or "Engage" state. This is the brain state that allows for new connections to be made, complex problems to be solved, innovative ideas to be generated, and good relations to be maintained.
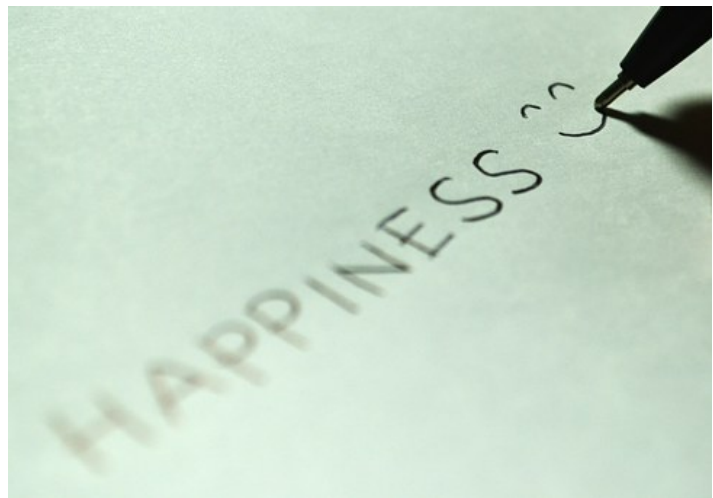
The key to helping others remain in the "Approach" or "Engage" state is to be conscious of the threat of "social pain" present in the exchange or the situation. This means communicating with the intention of understanding these social needs and the impact on the person(s) you are speaking with.

This P.R.I.S.E. Model Questionnaire helps you do just that. PRISE stands for Predictability, Relatedness, Independence, Status, and Equity.

The P.R.I.S.E. Model: Questions for Effective Communication

Here is a set of questions to ask yourself about your relationships with the people around you, at work and in your personal life. Allow yourself to be flexible here. While the examples are mainly related to work, when you read the questions below think about how this applies at work and also in your social circles and in your family life.

Predictability – people need to know what's happening

Do they (your colleagues, boss or employees, family members) know what your vision is? Do they know the role they play in your vision? What needs will be met for them when they know this?

Do your colleagues know how their work contributes to the organization's performance?

If you are collaborating on a project for example, are you letting them know what your longer-term intentions are for them?

Do you involve them in planning?

Do you address ad hoc requests in a way that minimizes threats?

Relatedness – people need to feel they are included in the group

Do you care about them as a person?

Do they sense you care about them as a person?

Do you include them whenever possible in meetings, activities and correspondence?

Do your colleagues value his or her relationship with you?

Do you work at resolving conflicts with other group members?

When they make mistakes, do you communicate in a way that removes any shame, blame or guilty feelings?

Independence – people need to feel in control of their lives

Do you provide the materials/support/time needed for group members to be able to contribute

The P.R.I.S.E. Model: Questions for Effective Communication

best to the group?

Do you delegate tasks **and** give them the liberty to choose how they manage those tasks?

Do you give them choices and options whenever possible?

Do you request their help rather than ordering them to do things for you?

Status – people need to feel they are not inferior or unimportant

Do you give them recognition or praise for good work?

When mistakes are made do you communicate in a way that removes any shame, blame or guilty feelings?

Do you give them the opportunity to do what they do best every day?

Do you see how their job/role is important? Can they sense that their job/role is important?

Do you admit your mistakes? How?

Do you treat them as equals? How?

Does their opinion count? How?

Equity – people need to feel they are treated fairly

How well do you 'walk the talk' and model the behaviours you expect?

Are you playing favourites in any way?

Do you have a process of communicating that removes judgement (labeling, blaming, criticising) especially when there is conflict or when mistakes are made?

How do you demonstrate openness to differing opinions?