

Toolkit Title

Understand the Ladder of Inference

Purpose of Toolkit

When you want to change your actions or emotions, which are rooted in your language (assessments).

Toolkit Methodology and Application

See attached.

Case Study or Example

See attached.

Acknowledgements and Sources

See attached.

Toolkit Category

Organisation Development

Keywords

Organisation Development, Ladder of Inference, Intrapersonal, Interpersonal

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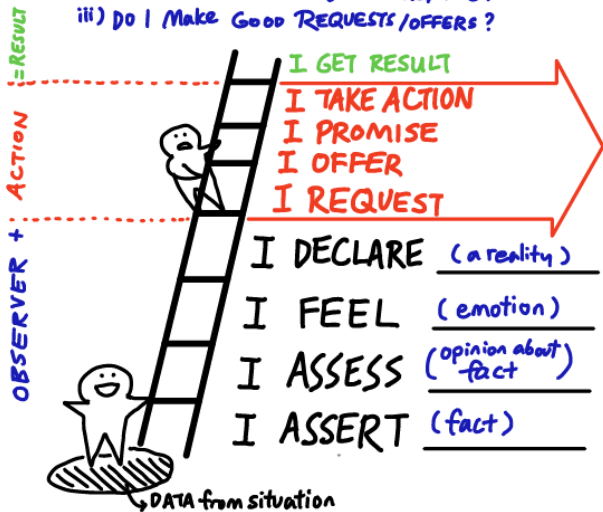
UNDERSTAND THE LADDER OF INFERENCE

#advanced #intrapersonal #interpersonal

The Ladder of Inference describes our **thinking process** to get from a fact to a decision or action. It helps us uncover our assumptions in filtering and interpreting information so that we can engage others more effectively.

Be aware of your own (and others')
LANGUAGE (HEAD) instincts.

- i) DO I treat ASSESSMENTS as ASSERTIONS?
- ii) WHAT DECLARATIONS do I make/live?
- iii) DO I Make Good REQUESTS/OFFERS?



UNDERSTAND THE LADDER OF INFERENCE

When to use: When you want to change your actions or emotions, which are rooted in your language (assessments). Can be used to resolve conflict and help team members understand and accept our decisions.

The reason why we may not be able to get certain actions, requests, offers, promises can very well be traced to an assessment that caused an emotion; or worse, a longstanding mood. If we don't tackle this root narrative and emotion down at the foot of the ladder, you won't get results above.

How to use:

Starting at the top, slowly work your way down the ladder to diagnose an action you have just undertaken:

1. Why have I taken this course of action? Are there other actions I should have considered?
2. What belief led me to believe? Is the conclusion sound?
3. What was I feeling?
4. What am I assuming, and why? Are my assumptions valid?
5. What data have I chosen to use and why? Have I selected data vigorously?
6. What are the real facts that I should be using? Are there other facts I should consider?

For more information, see Speech Acts (Card 12).