

# THE LADDER OF INFERENCE

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When we are **under stress**, we tend to listen more to the **story** that we tell ourselves rather than to the **data at hand**. This story informs our conclusions, impressions and even how we feel.

**The Ladder of Inference** provides us with a tool for **developing mastery over our story**. When using the Ladder of Inference, we are afforded the opportunity to be better communicators and more adept at managing our emotions. This tool also enables us to be more effective in influencing the behaviours of others.

ASK YOURSELF

How many times have I leapt up the Ladder of Inference in the last couple of days?

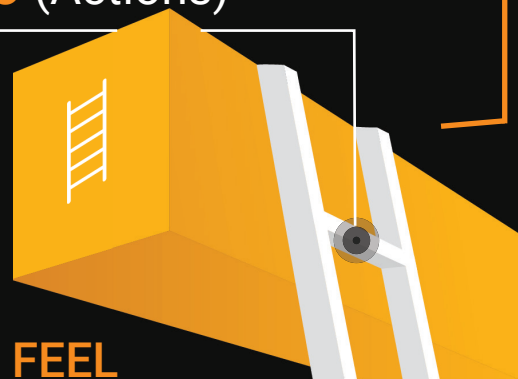


What were the beliefs or assumptions involved?



What kind of impact did what I say or do potentially have?

**SAY AND DO** (Actions)



**THINK AND FEEL**



**STORY**



**SEE AND HEAR** (Data)

