

Remember

Everyone deserves respect. Be hard on problems and soft on people.

It's not what you say, it's how you say it. Stay calm and open-minded.

Be mindful of what is not in your control and focus on the things that are.

Everyone is doing their best. Listen to and get curious about other perspectives.

A genuine apology goes a long way. If you realize you have hurt someone, don't be afraid to apologize.

Watch out for facts vs. stories, and avoid solidifying stories into facts.

Use "how" statements to reach a resolution.

Use "I" rather than "you" statements.

Avoid any communication that could be interpreted as judgemental.

Avoid bargaining for a certain position. Focus on why you want something, not what it is.

Do

Questions?