

ACTIVE LISTENING



Your body language speaks volumes. Listen with your body and mind.



Keep an open mind. Avoid prejudice and judgment.



Put your phone down and minimize distractions. Don't multitask during important conversations.



Listen to understand, not to respond.



Before or after service, find a quiet, private place to talk away from the chaos.



Make eye contact. Focus on the person talking, not the distractions around you.



Paraphrase and ask probing questions to show engagement.



Stay on topic. Don't make the conversation about you.

FOSTERING PSYCHOLOGICAL SAFETY



STAY ENGAGED.

- Be present and ask questions to learn others' perspectives. Get curious about how you can better support the needs of your team.
- Do regular check-ins and follow up consistently.

ROLE MODEL.

- Model vulnerability.
- Sharing your personal perspective on your work and failures.
- Normalize taking breaks, time off, making time for physical and mental wellness activities.
- Practice active listening when possible.
- Focus on solutions over blame when things go wrong.

BE APPROACHABLE.

- Make time for conversations outside of service.
- Show gratitude regularly for contributions from your team.
- Keep your body posture open during important conversations.
- Respect others by asking them how they would like to be treated.

INVOLVE YOUR TEAM.

- Seek your coworkers' input, opinions, and feedback.
- Acknowledge what was shared when making decisions.
- When a decision is made, explain how you came to it and invite your team to challenge your perspectives.
- Don't interrupt and step in when someone is interrupted to ensure their idea is heard.

MISTAKES ARE OKAY!

- Ensure that mistakes are not penalized.
- Share opportunities so everyone can learn from.
- Share your own mistakes.
- Demonstrate that mistakes happen to everyone and are a natural part of the learning process.



HAVING HARD CONVERSATIONS

BREATHE

Difficult conversations are emotional, and sometimes can create feelings of anxiety. One physiological response to anxiety that can actually make this feeling worse is that we unconsciously start to take shallow breaths or even hold our breath for short periods. Focus on taking deep, calming breaths to stay grounded — they will help you relax, stay focused and regulate your heart rate. Calming your breathing is important before, during, and after the conversation.

PLAN YOUR CONVERSATION

That doesn't mean you have to "write a script." Instead, think about the key points you are trying to address and have goals for the outcome. The more prepared you are and the more you practice what you want to say, the less scary it will feel in the moment.

TRY TO IDENTIFY THE ROOT OF THE PROBLEM, NOT JUST THE SYMPTOMS

Often, a difficult conversation is needed because of a problem's symptom versus its root cause. For example, you may need to talk to a co-worker because they are late for shifts or frequently causing arguments. Instead of focusing on the symptoms within the conversation (lateness and arguments), stay curious and try to learn more about the situation to identify the root cause.

PRACTICE ACTIVE LISTENING AND AVOID ASSUMPTIONS

Make sure throughout the conversation that you are listening to understand, not to respond. Even if you have a lot to say and share, make sure to hold space to understand other perspectives as well. If you are unsure or confused about something, instead of assuming, ask clarifying questions.



THANK YOU!