

Example Norms for Difficult Conversations

Presume positive intentions

Keep an open mind

Be present: Pay attention to yourself and others. Devices off!

Listen without interrupting

Pause for others to think and process

Be a part of the conversation

Ask questions to understand

Respect others' privacy

Share the floor

Approach differences first with curiosity

Try not to judge yourself or others

Speak from your own perspective: "I feel...", "I think that ..."

Focus on solutions rather than blaming or criticizing

Acknowledge emotions constructively

Take responsibility for your actions and feelings

Be patient. This is hard work and takes time!

Celebrate small wins and progress

Take breaks when needed