



PRACTICING CONFLICT INTELLIGENCE

THIS MONTH'S THEME

Building Trust with Empathy at Work

WORD OF THE MONTH

EMPATHY

SMALL ACTIONS TO PRACTICE THIS MONTH

- 1 Empathy**
Put yourself in your colleague's shoes
- 2 Presence**
Find ways to show up, in person or virtually
- 3 Active Listening**
Listen more than you speak, then repeat back to acknowledge their view
- 4 Practice the Pause**
Breathe and calm yourself before you respond to a different view
- 5 Role Model Self-Care**
Find ways to refill your energy so you show up as your best self

“Be as empathetic as you can and listen as best you can.”

Kristina Broumand

Spoken in Confidence with Sana Manjeshwar