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|  Listen to understand with genuine curiosity, even if you don’t agree | Set a positive intention for an upcoming conversation  | Take time to consider how to frame your message in light of how the other person can best receive it | Step into the other person’s shoes and think about the issue from their angle |
| Watch a webinar, listen to a podcast or attend a training course on conflict and communication  | Identify what your triggers are in difficult conversations and what you can do to manage your reaction | Spend 30-60 minutes preparing for an upcoming conversation  | Seek out support with a dilemma you have |
| Paraphrase what you heard to show the other person you truly understand and care | Speak from your own experience using an “I” statement to assert your needs respectfully | End a difficult conversation with optimism about what you learned and how you will improve | Consider what you believe to be true about conflict, and how this might shape your own approach |
| Learn about and practice the difference between open vs closed questions | Practice self-compassion in a difficult situation | Decide to be brave in a conversation, even if it is hard  | Put away distractions and commit to being fully present |