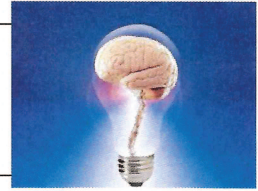




## Pointers for Working *with* our Best Brains



### Practice Self-Awareness

- Recognize your locus of control—YOU
- Think about your thinking
- Become an observer of your own reactions
- “Go to the Balcony”

### Promote “Safe Spaces”

- Fight/Flight/Freeze responses are clues that someone does not feel safe
- Safety includes neutral physical spaces
- Safety includes messages you tell yourself and the other person
- Create positive patterns of interaction prior to conflict arising
- Focus on achieving a positive outcome

### Be More Curious

- Without curiosity our conclusions are likely to be based on our stored patterns, not evidence
- Curiosity requires “thinking”
- Ask questions
- Focus on information gathering—numbers, data, *feelings*

### Promote Sense of Empowerment

- Elicit goals, preferences, input prior to making firm proposals
- Offer multiple options (of roughly equal value) where possible
- Frame decisions in “choices”, not orders

### Promote Sense of “In-group”

- Focus on what you have in common
- Small group or one-on-one
- Focus on the “we”
- Consider your language & dress

### **Tie it all together:**

**Present a complex problem to work on incorporating both parties’ concerns**  
**Goal: Keep minds open and calm as long as possible before choosing a solution**