

SITTING WITH DISCOMFORT



SELF-REGULATION

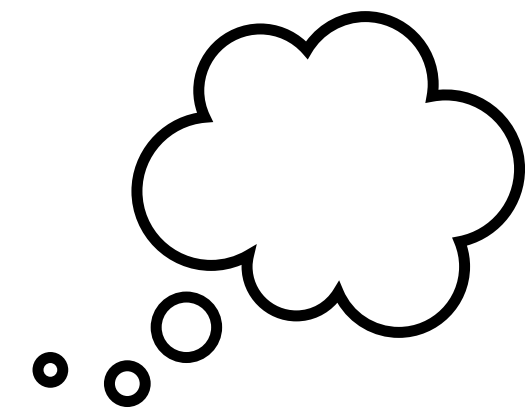


Resist the urge to jump to advice, problem solving and lightening the mood

SELF-AWARENESS

Ask yourself:

- "What is going on for me?"
- "What are my limits here?"
- "What is the impact of my position and power?"



ACTIVE LISTENING



Consider body language
Paraphrase
Reflect