

- Judging yourself or your ideas
- Oversharing (stay in your comfort zone)

Avoid:

- Calm & Composed
 - Thoughtful
 - Honest
 - Genuine
- Strive to be:***

Sharer

Listener

Be:

- **Kind**
- **Attentive**
- **Curious**

Do:

- **Reflect** back what you've heard
- Ask **questions** to clarify
- Welcome **pauses & silence**
- Keep **eye contact, nod, lean in**

Avoid:

- Problem solving ("You could ...")
- Advice giving ("You should ...")
- Identification ("That happened to me once ...")