



OPEN-MINDEDNESS






“ I build mutual trust by actively listening, sharing constructive views, and encouraging team members to disagree. ”

GUIDELINE

WHY IT MATTERS

I BUILD MUTUAL TRUST BY ACTIVELY LISTENING, SHARING CONSTRUCTIVE VIEWS, AND ENCOURAGING TEAM MEMBERS TO DISAGREE

Key Benefits

-  Everyone feels heard and valued for their contribution
-  We identify opportunities and challenges earlier
-  We learn faster from accepting results and feedback
-  We build closer relationships and collaborate more effectively
-  We build more enjoyable, stronger, trust-based relationships

WHAT IT MEANS

I BUILD MUTUAL TRUST BY ACTIVELY LISTENING, SHARING CONSTRUCTIVE VIEWS, AND ENCOURAGING TEAM MEMBERS TO DISAGREE

As a Manager

I invite diverse and contrary views, listen carefully to all sides of the argument, and take them into account when deciding.

As a Team Member

I have the courage to share my views, especially when I disagree, and base my arguments on reliable facts.

DO'S



Invite knowledgeable team members to contribute.



Ask them to share facts, assumptions, and conclusions.



Invite silent team members to voice their opinions.



Be bold! Speak up when you have a different view!

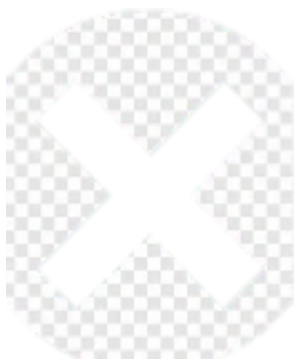


Acknowledge challenging questions, especially when no one has the answer yet.

DON'TS



Cut people off to shut down their ideas.



Criticize someone when you disagree with them.



Ignore people who speak up.
Notice their input!



Only ask the same 2 or 3 people for their opinions.



Make a final decision without inviting the team to contribute.