



Learning Conversation Guideline	What does this mean to you personally and professionally?	How might you practice this in your everyday leadership conversations?
Listen for Understanding <i>Listen empathetically to understand without judgement or blame. Reflectively listen to your own thoughts as others speak ideas into the group. Listen from a place of learning rather than a place of knowing. Listen to understand rather than to fix, argue, counter, agree, or dissuade. Listen to each other without regard for position or roles in the organization.</i>		
Speak from the Heart <i>Speak candidly, from your experience, from the moment. Speak for yourself. Speak when truly moved rather than to fill silence. Speak into the whole group, rather than individuals. Speak into the stream of developing common understanding.</i>		
Suspend Certainty <i>Suspend your certainty about an idea or position – especially your own. Suspend your assumptions, beliefs, and developing thinking. Suspend any need to be right or hold the correct answer, position, or solution.</i>		
Hold Space for Difference <i>Embrace differing points of view as opportunities for learning. Replace the use of the word "but" with the word "and". Notice others who are silent and provide opportunity for involvement. Acknowledge other points of view. Be involved while being open to ideas and outcomes that may not be your ideas and outcomes.</i>		
Slow Down the Conversation <i>Enable silence as the group members digest the speaker's words. Reflect on how the words of the speaker (s) resonate with you. Take time for the conversation to develop and deepen. Embrace silence as a means of deepening common understanding.</i>		