

# MINDWELL

## Session #4 Enhancing Workplace Communications

### Optimize your Communication

- Mindfulness (presence, intention, non-judgement) + EQ (connect to your emotions, tune into their emotions, stay connected even if discomfort or strong emotions arise)
- Set an intention: 3 keywords to guide your communications

### Mindful Listening

- Tuning your ability to get quiet and really listen
- What gets in your way of listening?
- Practice full, non-judgemental presence
- How does it feel to truly listen? To be truly heard?

### Conflict Management - what is your default style, is it serving you?

1. Demand
2. Accommodate
3. Withdraw
4. Compromise
5. Collaborate

### Working with Conflict - playing with awareness windows

#### Working with Conflict

##### Noticing

- Who, what, where, when

##### Feeling

- What was the dominant feeling present?

##### Thinking

- What thoughts were going through your mind?

##### Wanting

- What did you want?

#### Working with Conflict

##### Noticing

What conflict management style did you use?

##### Feeling

What cues are you picking up about the other person's feelings?

##### Thinking

Reflect on common humanity: Think about them in a different context (ex: parent, spouse, sibling)

##### Wanting

What is the desire the other person is communicating?

*Tapping into the **energy of feelings** and **letting go of judgment** leads to **collaborative & creative solutions.***

