

We're Better Together

A culture is strong when
people work
with each other,
for each other.

A culture is weak when
people work
against each other,
for themselves.

Ubuntu

"I Am Because We Are"





Mediation

Where in the workplace, have you only been working for yourself?

Where in the workplace could you do a better job of working with others?

Questions as a Superpower

Christina and Sara



Reflection and Action

Like Christina, what intuitive skills have you developed over time that help you connect deeply with those around you? Empathy? Question asking? Listening with an open heart?

Write down the name of someone in your life who is often overlooked by the group around them. Write down 2-3 questions you could ask this person to help them feel seen and a sense of belonging.

MY MAN, SORRY for the delay



Remind me if no reply

Me to Ari. Bcc: 2486817@bcc.hubspot.com

JUN 20

Just shared your episode on linkedin, which launched actually last month.
I've had my head up my ass. It came out GREAT, check out the show notes. <https://www.747club.org/podcast/arihoffman>

...

Ari to Me

JUN 20

We all had our heads in dark areas the last couple of weeks. Thanks for sharing with me man.

...

Me to Ari. Bcc: 2486817@bcc.hubspot.com

9:27 AM

Of course. What's been the best to help you find the light recently?

...

1. Metaphorical Consistency
2. Positivity and Hope
3. Personal Empowerment
4. Open-ended Question
5. Gratitude Acknowledgment

Metaphorical Consistency

Metaphors are a powerful way to convey abstract concepts and feelings. When someone uses a metaphor, they are offering a window into their perspective and emotions.

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Positivity and Hope

By switching from "dark" to "light," you subtly shift the conversation's emotional tone. You acknowledge the struggle but also hint at the possibility of a brighter outcome. This can be a powerful morale boost for someone in a tough situation, as it reinforces the belief that their current state is temporary and improvement is possible.

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Personal Empowerment

Offering advice can sometimes come off as dismissive or patronizing, especially when it isn't asked for. It also reinforces that they are the expert in their own life, and that you respect and trust their judgement.

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Open-ended Question

Unlike closed questions, which can be answered with a simple 'yes' or 'no', open-ended questions encourage more detailed responses

Gratitude Acknowledgment

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The words "Of course" may seem small, but they carry a lot of weight. They acknowledge your friend's gratitude for sharing with them without drawing too much attention to it or making it about you.

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Inquisitive Empathy

Posture of Otherness

Mirroring

Labeling

Calibrated Questions

What is Empathy?

“Empathy is the art of stepping imaginatively into the shoes of another person, understanding their feelings and perspectives and using that understanding to guide your actions.”

Roman Krznaric
Empathy



Mirroring

In a study with waiters, mirroring resulted in 70% higher tips compared to positive reinforcement.

- ...Repeat last three words
- ...Repeat any three words
- ...Repeat one word



Labeling

Sounds Like...

Seems like...

Looks like...



Calibrated Questions

What?
How?
not Why...



Empathy Express

A decorative graphic consisting of two vertical columns of six small brown dots each, positioned to the left of the main title.

Empathy Express

Mirror

Last three words

Any three words

Any one word

Label

Sounds like...

Seems like...

Looks like...

Questions

What

How