Absorbing an Observation

1. Breathe  Ask clarifying questions. Resist the urge to argue or defend.

2. Listen  Listen generously. Work to fully understand the observation.

3. Thank  Thank the person (if you can do this genuinely); it is not easy to tell someone their actions impacted them.

4. Act  Identify steps to learn from the experience.

5. Reflect  Consider what was said and what you learned. Seek advice from a trusted colleague if helpful.

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