
Use the three key aspects of mindful communication to build positive workplace relationships:



Listening

- Listen deeply with the intent to understand
- Listen with curiosity
- Listen without judging
- Focus on the message, not on what you want to say next.



Questioning

- Use the stance of curiosity to ask open ended questions
- Use the mindset of non-judgement to guide your questions
- Use questions to deepen your understanding of their perspective
- Ask solution focussed questions
- Let go of the need to have all the answers.



Responding

- Use awareness to notice and acknowledge their emotions
- Use compassion to be empathetic and acknowledge your sensitivity to their position
- Let go of the tendency to give solutions rather than leading them to answers
- Give them time to explain their side of the story, rather than being overly task focused
- Accept that their perspective may differ from yours and ask how you can help.