

**FIGURE 4.1 10 WAYS TO HAVE A BETTER CONVERSATION (SELF-REFLECTION)**

ON A SCALE OF 1 TO 5, RATE HOW EASY (1) OR HARD (5) EACH OF THESE IS FOR YOU PERSONALLY.					
1. Don't multitask.	1	2	3	4	5
2. Don't pontificate.	1	2	3	4	5
3. Use open-ended questions.	1	2	3	4	5
4. Go with the flow.	1	2	3	4	5
5. If you don't know, say you don't know.	1	2	3	4	5
6. Don't equate your experience with theirs.	1	2	3	4	5
7. Try not to repeat yourself.	1	2	3	4	5
8. Stay out of the weeds (details).	1	2	3	4	5
9. Listen.	1	2	3	4	5
10. Be brief.	1	2	3	4	5

Adapted from Headlee (2016)