



Shane Safir

## MINDFUL LISTENING TOOL (Exhibit 4.3)

Use this tool to pivot through the three steps in any challenging situation you face.

Steps	My Notes and Reflections
<p><b>1. Self-awareness: Look in the mirror.</b></p> <ul style="list-style-type: none"><li>• What social threat does this situation activate for me (e.g., I feel disrespected, undervalued, treated unjustly)?</li><li>• Who am I in this interaction (identity) through the lenses of race, culture, gender, age, and role?</li><li>• What unconscious biases may be at work in my brain?</li><li>• How am I holding my body, face, and tone?</li><li>• What messages might I be conveying to the other person, consciously or not?</li><li>• How do I want to show up in this interaction?</li><li>• What do I value most in this interaction?</li><li>• What is my truest intention?</li></ul>	

<p><b>2. Other awareness: Stand in the other's shoes</b></p> <ul style="list-style-type: none"> <li>• What social threat might be activated for the other person?</li> <li>• Who is <i>she</i> in this interaction through the lenses of gender, race, culture, age and role?</li> <li>• What unconscious biases may be at work in her brain?</li> <li>• What do her body, face, and tone convey?</li> <li>• What does the person seem to care about most in this situation?</li> <li>• Who does she need me to be in this interaction?</li> </ul>	
<p><b>3. System awareness: Step up to the balcony to analyze the various forces at play.</b></p> <ul style="list-style-type: none"> <li>• How would you describe this interaction?</li> <li>• What nonverbal behaviors stand out to you?</li> <li>• What indicators of trust do you see? Is there evidence of rapport, genuine listening, and mutual regard?</li> <li>• How are issues of identity, power, or bias at play?</li> <li>• Does the interaction reflect other patterns, or cultural scripts, in the system?</li> <li>• What structural factors could be influencing it (e.g., time, teaming, org chart)?</li> <li>• Could these two individuals find a common goal?</li> </ul>	
Given all of this, how would <i>you</i> like to show up in the interaction?	