

### The Braving Inventory

The Braving Inventory by Brené Brown can be used as a conversation guide that walks us through conversation from a place of curiosity, learning, and ultimately trust-building

### Active Listening

Active listening goes beyond hearing the words. It requires the listener to engage with the speaker through verbal and non-verbal cues. This practice fosters better understanding, empathy, and trust in conversations, making it essential for effective communication.

### Podcast, Bit of Optimism

Peace is a process, not an outcome. This episode features Simon Sinek and William Ury on how to achieve peace by first understanding the other side. A must-listen.

## Proactive Conflict Prevention

Spot frustration, avoid power struggles, act before problems escalate

The need to be heard is universal; when ignored, people often repeat themselves, typically growing increasingly frustrated. Accepting and legitimizing their feelings, even without agreement, helps defuse tension, shows respect, and promotes productive dialogue. Accepting and legitimizing is not agreement; it is recognizing another's experience as real and meaningful. People's feelings and experiences can be their truth. When receiving a complaint or concern, you can defuse the situation by paraphrasing and/or expressing empathy.

**“The underlying cause of conflict usually lies in the deprivation of basic human needs.”**

— William Ury

