



## A Guide to Get Curious, Not Furious

### Questions/Statements of Curiosity

- *What I heard you say was....*
- *Tell me more about what you meant by...*
- *Can you help me understand...*
- *What is not sitting right with you about...?*
- *How does this affect you?*
- *Do you need more time or more information before we move on?*
- *What does support look like for?*

### Examples of Curiosity in Practice

- *What I heard you say was you didn't feel that your time was being respected.*
- *Tell me more about what you meant by nobody works together around here.*
- *Help me understand how that decision aligned with our commitment to integrity.*
- *Tell me more about what you mean by you don't belong here.*
- *Who might have felt left out or unheard in that moment?*
- *What hurt you about not being involved in that decision?*
- *What might a more careful or responsible approach have looked like?*
- *How is this change affecting you?*
- *I am not quite seeing it that way yet, I am getting stuck....*
- *I see that you are dealing with a tough situation, what do you need right now?*

### Affirming Phrases

- *Thank you for sharing this perspective with me.*
- *I really admire your strength/courage/resilience in sharing your truth with me.*
- *Wow, I see that it took a lot of courage to tell me that.*
- *I appreciate your willingness to be vulnerable so that we all can do better.*
- *You've helped me expand my perspective. Thank you.*
- *Thank you for being a thought partner in addressing this situation.*



## Rooted in Reflection

### 5 Reflection Questions to Ask in Conflict

- *How are my values, beliefs, and experiences showing up in this interaction?*
- *What assumptions or biases might I be holding about my own expectations or decision-making?*
- *What unspoken expectations or norms might be at play in this interaction? How might they be impacting my understanding or level of trust?*
- *What feels uncomfortable or challenging in this interaction? What factors may have contributed to this tension?*
- *What could I have done differently to foster deeper connection, respect, or responsiveness in this interaction?*

### Conversation Self Assessment

- *Did I ask questions to appear engaged, or to actually understand?*
- *Did I respond to defend, or to learn?*
- *What challenged my assumptions?*
- *What else do I need to understand before forming a conclusion?*
- *How has my perspective been updated as a result of this conversation?*

*For continued leadership development or support in using this guide, please reach out:*

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