Listen with Empathy and Understanding

People who do so:

• pay attention to other’s thoughts, feelings and ideas
• listen carefully to what people say
• do not dismiss other’s thoughts, feelings and ideas
• seek to put themselves in other’s shoes
• respect other people’s points of view
• are able to paraphrase other’s thoughts, ideas, and feelings
• hold their own thoughts and judgments in order to listen to other’s thoughts

Thinking Flexibly

Flexible people:

• create alternatives to problems
• consider the input of others
• are able to change points of view
• weigh their options
• are willing to change their minds
• use many problem solving strategies
• can see a range of consequences for each decision
• can see the big picture but also all the details