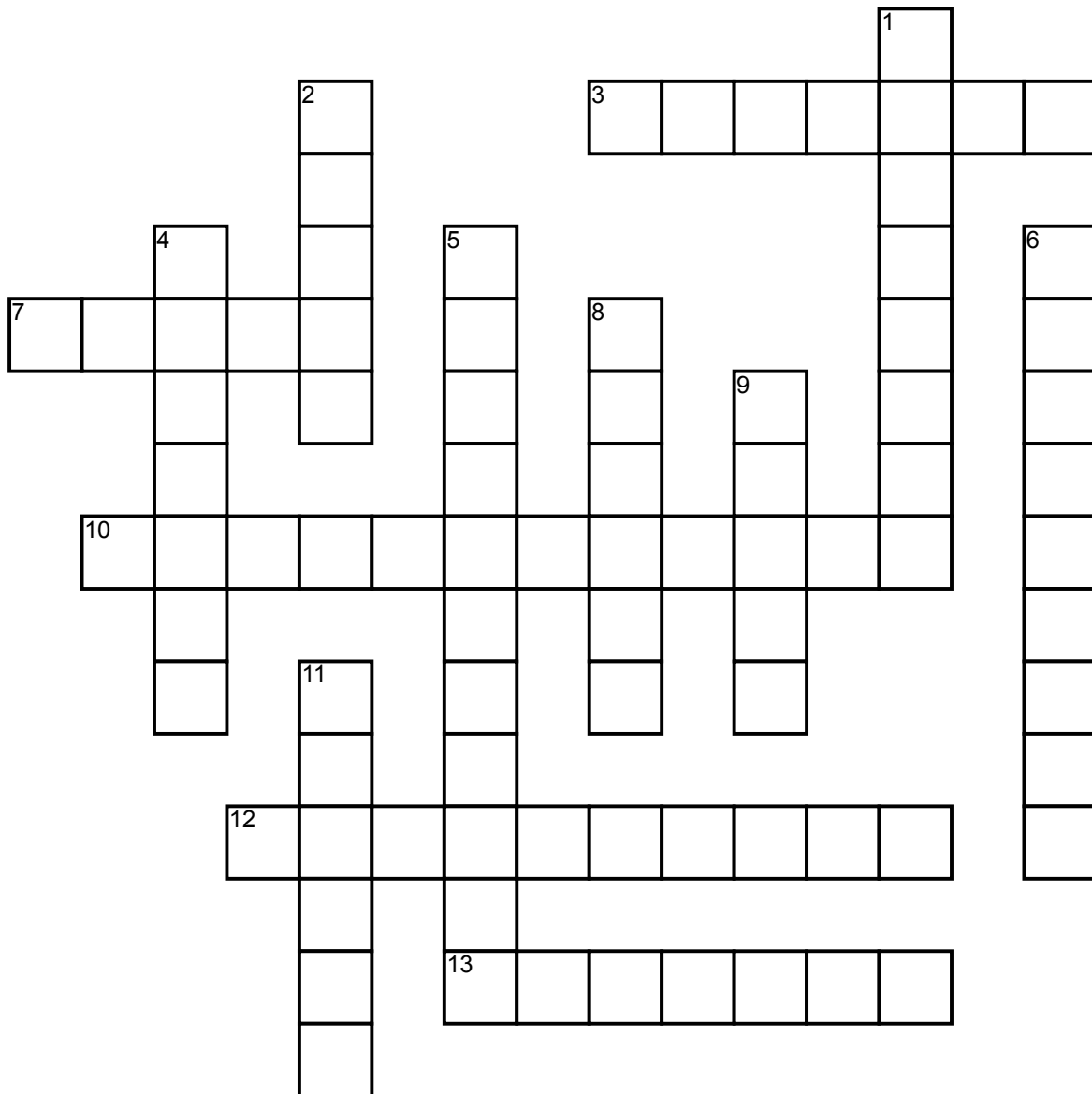


RESPECT



Across

3. Listen to the entire message, literally and mentally. Don't interrupt-we are modeling respectful behavior. Out listening implies that we care, even if we don't agree.
7. Pause/think before you speak or respond.
10. Check-in before closing the conversation.
12. Seek first to understand before being understood.
13. Use the timeout gesture to call a timeout.

Down

1. Maintain a respectful body language tone and volume when sharing my opinion.
2. Be willing to listen and acknowledge there are other points of view.
4. Look for places to agree, connect and support-it helps us to get better solutions.
5. Make it a safe environment to share-no personal attacks.

6. Value the many different sources of knowledge; listening to the entire message without editorializing or interrupting.
8. Always assume good intentions; give people the benefit of the doubt.
9. Act in ways that edify the group's self-esteem.
11. Be honest and explain why.