



Principles for Handling Misunderstandings

PRINCIPLE 1: Beware of Mistaken Certainty

PRINCIPLE 2: Misunderstandings are Natural and Unavoidable

PRINCIPLE 3: Connect-the-Dot Understanding Usually Replaces Real Understanding

PRINCIPLE 4: Don't Assume Others Will Connect the Dots Accurately

PRINCIPLE 5: Be Responsible for making Sure You Understand and are Understood

PRINCIPLE 6: Separate the Intent from Impact

PRINCIPLE 7: Leave the Assumption Warehouse

PRINCIPLE 8: Move from Being Right to Being Curious

PRINCIPLE 9: Recognize that We All Speak a Different Language

PRINCIPLE 10: Listen Empathetically

PRINCIPLE 11: Speak Your Experience—Not Your Conclusions

PRINCIPLE 12: Cultural Differences are a Breeding Ground for Misunderstandings

PRINCIPLE 13: Ask Openly, Don't Tell People Their Feelings or Intentions

PRINCIPLE 14: The Perils of Negative Attribution—If You Assume, Assume Benevolence

PRINCIPLE 15: Stay in Your Green Zone: The Power of Openness

PRINCIPLE 16: Ask questions—Lots of Them!

PRINCIPLE 17: Don't Confuse Feelings and Judgements

PRINCIPLE 18: Good Intentions do not Stop Negative Impact

PRINCIPLE 19: We are Each Responsible for our Reactions

PRINCIPLE 20: Inner Coaching Paves the Path towards Openness

PRINCIPLE 21: Tone and Body Language Matter