



Listening with Understanding and Empathy
Questioning and Problem posing
Thinking Flexibly



VOICE

Listening with understanding and empathy—
Listening rather than telling



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Questioning and problem posing—
Starting the work at the design table



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SOCIAL CONSTRUCTION

Thinking Flexibly — *Allowing and remaining open to multiple perspectives*



“It takes a great deal of bravery to stand up to our enemies but just as much to stand up to our friends.”

JK Rowling, Harry Potter and the Sorcerer's Stone



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SELF-DISCOVERY

Listening with Understanding and
Empathy — *Listening to how the
organization is discovering itself*