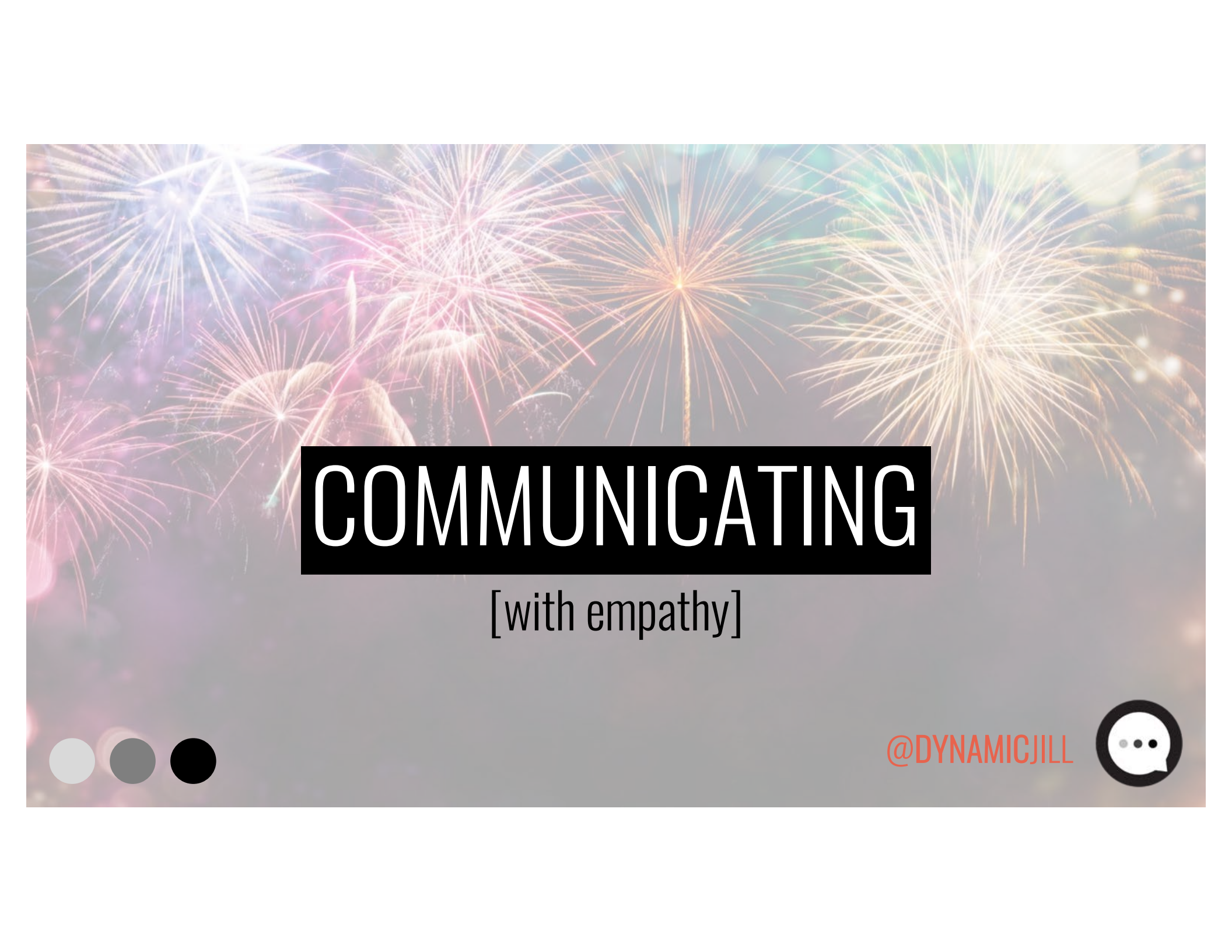




COMMUNICATING

[with empathy]



@DYNAMICJILL



Hello
my name is

JILL



@DYNAMICJILL





TENSION

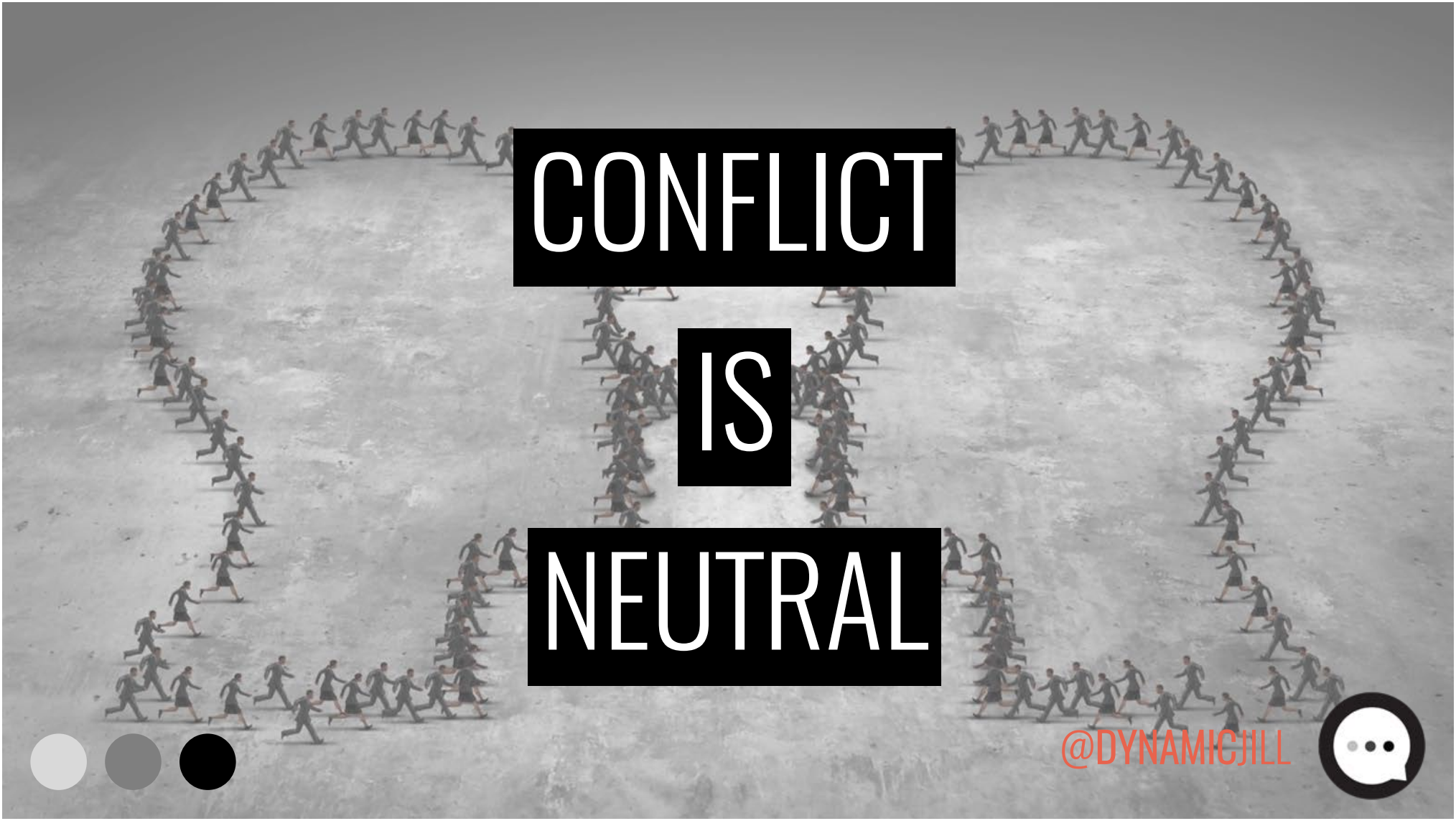
IS

INEVITABLE



@DYNAMICJILL





CONFLICT

IS

NEUTRAL



@DYNAMICJILL



ONE

CANNOT

NOT

COMMUNICATE



@DYNAMICJILL



CONSISTENCY



@DYNAMICJILL



[how to navigate]

DIFFICULT CONVERSATIONS



@DYNAMICJILL





OWN IT
[your message]

@DYNAMICJILL



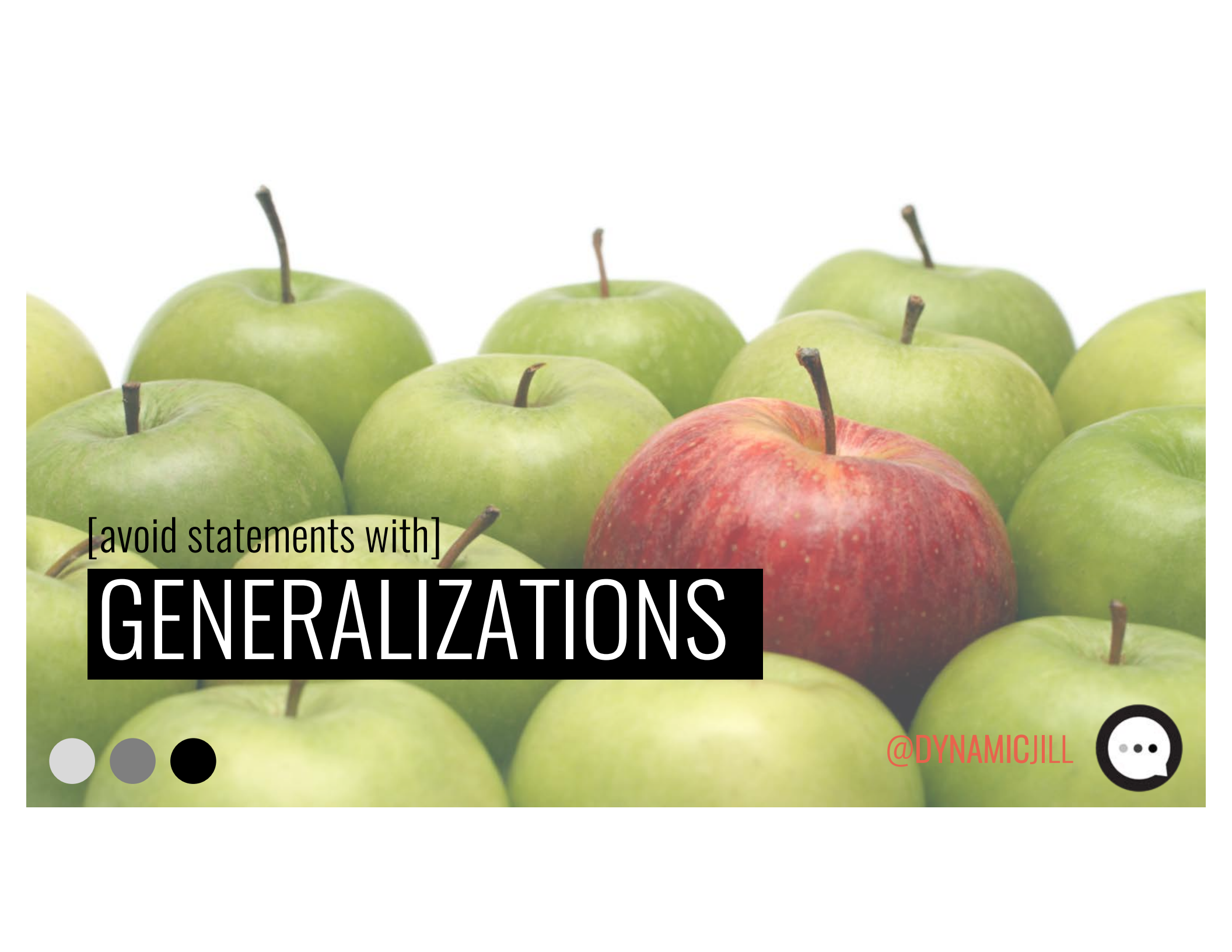


[don't start a conversation with]

YOU

@DYNAMICJILL





[avoid statements with]

GENERALIZATIONS



@DYNAMICJILL





AVOID

APOLOGIZING

[for your feelings]



@DYNAMICJILL



[don't use]

DISCLAIMERS



@DYNAMICJILL



[focus on behavior]

SPECIFIC

@DYNAMICJILL



CAUSE & EFFECT

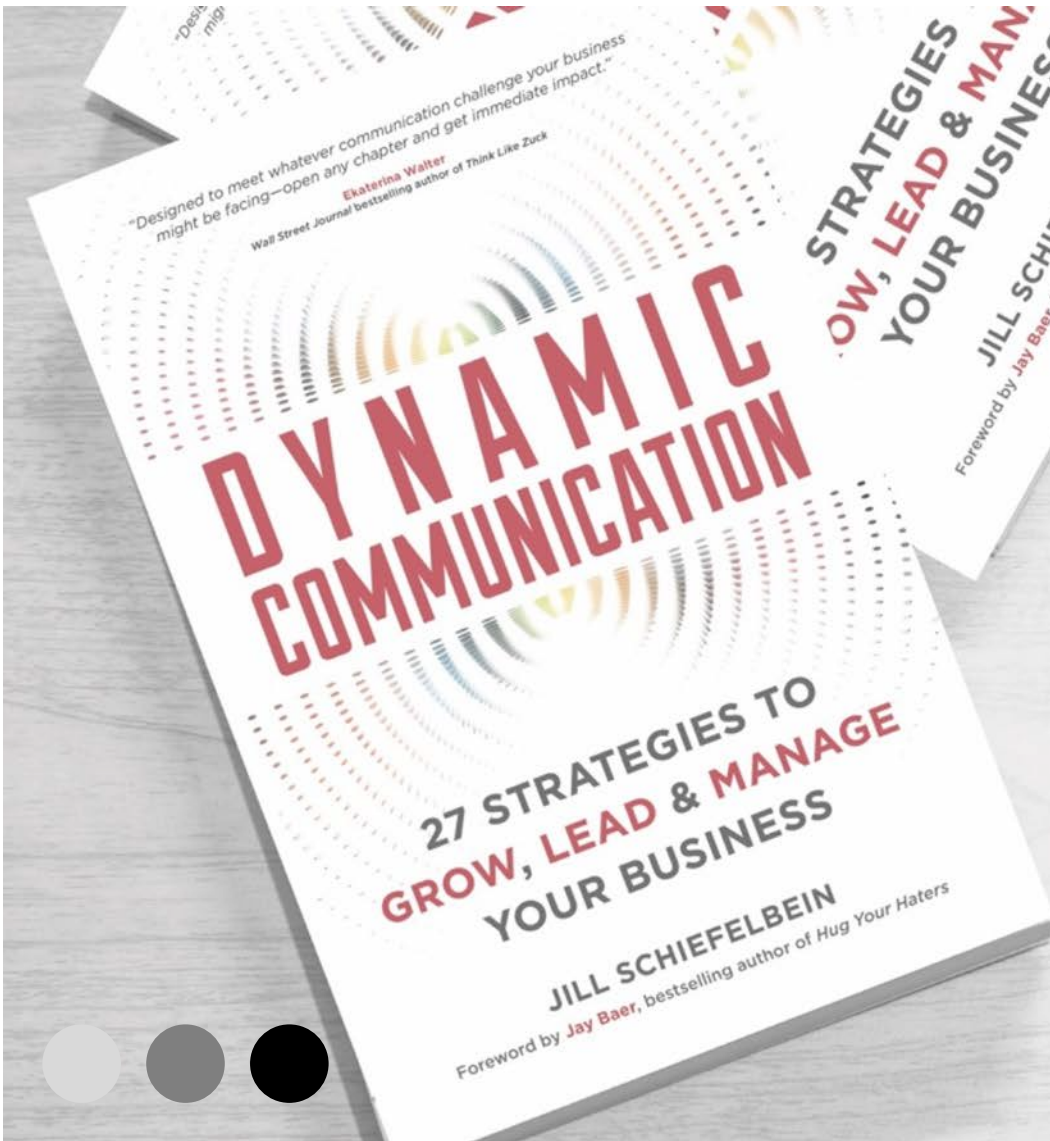


[be sure to communicate]



@DYNAMICJILL





THANK YOU

jill@thedynamiccommunicator.com

Let's Connect!



@DYNAMICJILL

