



# MINDSET HEALTH CHECKS



## How are you thinking about EXPERTISE?

Are you thinking about how we can work from each other's strengths? Are you able to approach everyone in the room as an important collaborator?

**TIP:** Before approaching someone, imagine that within their experience is the answer that you've all been looking for. It quite possibly is.



## How much LISTENING are you doing?

Are you getting better at focussing less on specific issues and more on affirming the experiences of the people you are talking to? Are you creating space to understand other people's perceptions and moving away from how things 'should be'?

**TIP:** Your first response should be to play back what you've just heard and add, 'Is that right?' It might feel a bit weird to start with but you'll quickly see that you get more relevant information and develop instant connection with people you speak to.



## Have you thought about CHOICE?

Can you see ways in which there is space for autonomy and opportunity for authentic expression here today?

**TIP:** Whatever you're working on, by sharing what you want to achieve (we call them outcomes) and inviting in ideas as to how you might do that together, you'll get enthusiastic buy-in and might learn a thing or two.



## The importance of regular mindset check-ups



## How are you feeling about being in the grey?

There is nothing easy or straightforward about any of this. How are you managing that discomfort and ambiguity?

**SPOILER:** None of us is really in control of anything. We don't know how this event is going to pan out. Service design gives you a process to lean into when nothing seems clear. We're leaning in. Join us.

