

They say growth happens outside your comfort zone.

But most conversations shouldn't have to hurt to be effective.

Grace is how you create growth without harm.

The Constructive One

Something went wrong. Your instinct is to jump in and fix it. But assuming you have the answer before you understand the story means you might be delivering a verdict and solution on incomplete evidence.

The Move Pause. Get curious. And collaborate.

What we were taught	What actually works
 Solve problems	 Teach others to solve problems
 Give constructive criticism	 Practice constructive curiosity
 Trust our own instincts	 Trust that we can be wrong

The Bad News One

You already have the full picture. The time for understanding has passed. But if we're not careful with how we deliver the news we leave them dazed and confused, creating more long term harm.

The Move Say the hard thing out loud. With compassionate candor.

What we were taught	What actually works
 Pad the bad news with good	 Lead with the hard thing
 Don't get emotional	 Acknowledge the emotion
 Expect immediate acceptance	 Allow them space to catch up

The Conflict One

Two people. Two interpretations of the same facts and feelings. But when the stakes are high our instinct is to win or protect ourselves and our team. It becomes us vs us with no winners and only losers.

The Move Solve the real problem. The conflict resolves itself.

What we were taught	What actually works
 Fight to get your way	 Team up to solve
 Defend your position	 Define the real problem
 Agree to disagree	 Agree to understand why



GROWING PAINS ARE NORMAL
Harm is not.