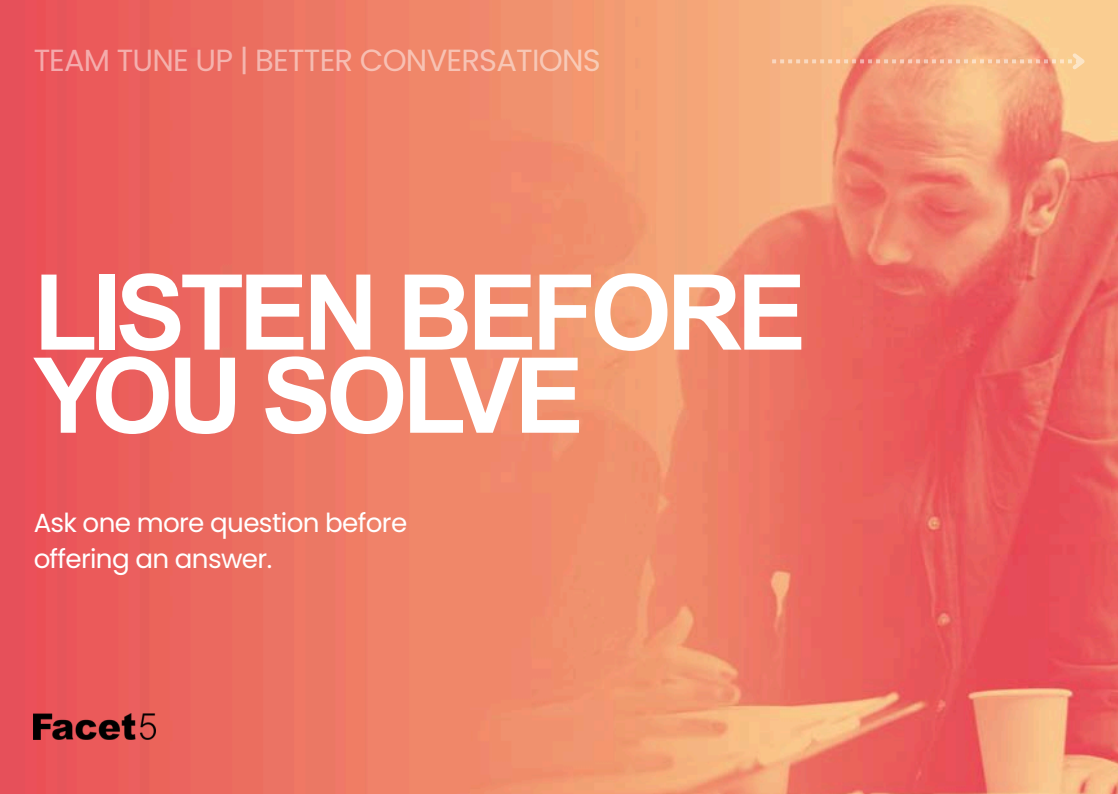
LISTEN BEFORE YOU SOLVE

Ask one more question before offering an answer.



Facet5

TRY THIS CONVERSATION:

01 When someone brings you a problem, resist the urge to solve it straight away.

02 Ask one more question first: *"Tell me a little more."*

03 Explore with:

- *"What feels most important here?"*
- *"What have you considered?"*
- *"What would be most useful from me right now?"*

04 Then listen. Notice what becomes clearer before deciding what help is actually needed.

WHY THIS MATTERS

Listening a little longer helps people feel heard and gives us better information. It can reduce assumptions, prevent us solving the wrong problem and improve the quality of decisions.

GO DEEPER WITH FACET5

Use your **Facet5 Profile** or **Spotlight** to reflect on your natural conversational style.

Awareness gives you more choice.
Do you tend to question, advise, reassure, challenge or move quickly towards action?

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MAKE ROOM FOR DIFFERENCE

The conversation that works for you may not work for someone else.



Facet5

TRY THIS CONVERSATION:

01 Think of an upcoming conversation with someone who approaches things differently from you.

02 Before you begin, ask yourself: *"What might help this person engage well in this conversation?"*

03 Or simply ask them: *"How would it be most useful for us to talk this through?"*

04 Experiment with one small adjustment. *(Pacing, detail, thinking time, directness or your exploration phase)*

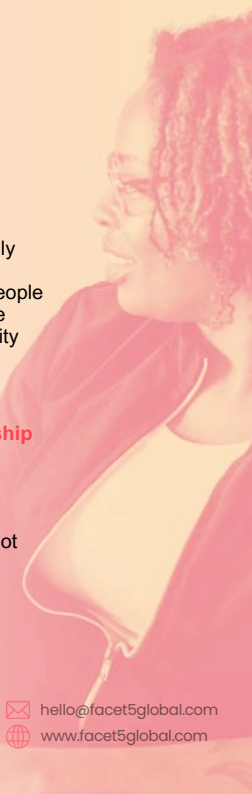
WHY THIS MATTERS

When one conversational style dominates, teams can unintentionally narrow the thinking they hear. Making room for difference helps people participate more fully and allows the team to access more of the capability already within it.

GO DEEPER WITH FACET5

Use your **Facet5 Profile**, **Relationship Report** or **myFacet5** to explore differences in how you naturally communicate, think and respond.

Use the insight to create curiosity, not assumptions.



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SAY WHAT MATTERS

Create space for the contribution that hasn't been heard yet.



Facet5

TRY THIS CONVERSATION:

01 Before finishing an important discussion, pause.

02 Ask the team: *"Is there anything we haven't said that might be useful to say?"*

03 Give people time to think. Don't rush to fill the silence.

04 If you have something to contribute, try: *"There's something I haven't said yet that I think might be useful."*

WHY THIS MATTERS

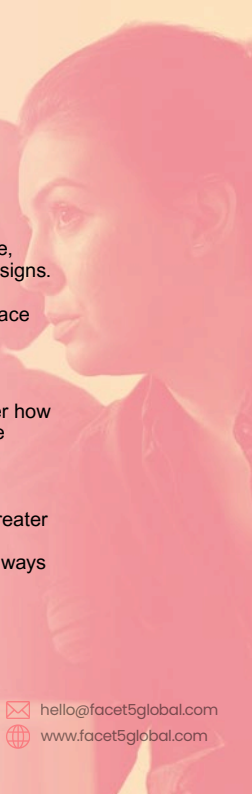
When people hold back repeatedly, teams can lose valuable perspective, challenge, ideas and early warning signs. Better conversations create both the courage to contribute and the space for that contribution to be heard.

GO DEEPER WITH FACET5

Use **personality insight** to consider how voice might look different across the team.

- Who thinks aloud?
- Who challenges quickly?
- Who needs time, evidence or greater safety before speaking?

The most visible contribution isn't always the most valuable.



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CHECK WHAT LANDED

Don't assume that what you said is what someone else heard.



TRY THIS CONVERSATION:

01 Before ending an important conversation, pause for thirty seconds.

02 Ask: *"What are you taking away from this?"*

03 Then check:
- *"What feels clear?"*
- *"What still feels uncertain?"*
- *"What happens next?"*

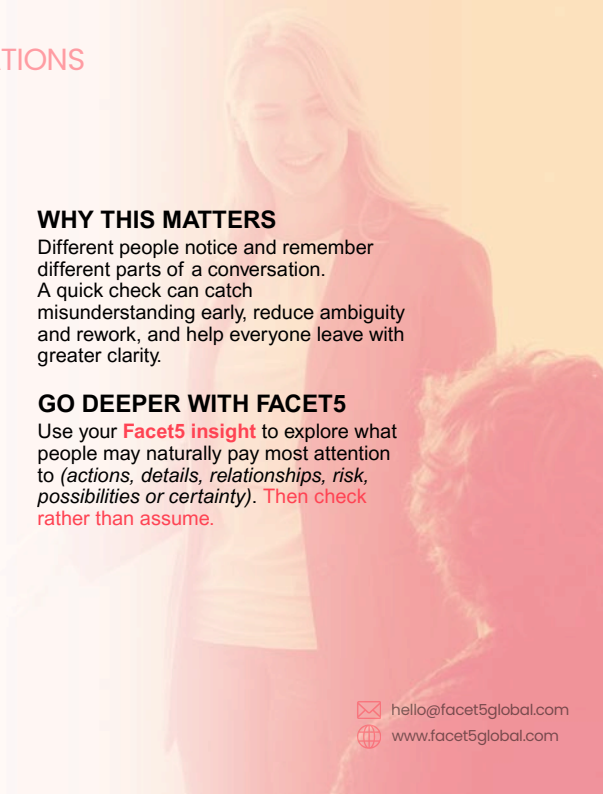
04 Compare what people heard with what you intended. Clarify anything that doesn't quite match.

WHY THIS MATTERS

Different people notice and remember different parts of a conversation. A quick check can catch misunderstanding early, reduce ambiguity and rework, and help everyone leave with greater clarity.

GO DEEPER WITH FACET5

Use your **Facet5 insight** to explore what people may naturally pay most attention to *(actions, details, relationships, risk, possibilities or certainty)*. Then check rather than assume.



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