

SPEAK SAFE

LEAD WITH CARE

A Culture-First Psychological
Safety Program

EMPATHY

- Understanding Perspectives
- Mindfulness for Stress Management
- Dealing with difficult personalities

1. Understanding Perspectives

Practical Ways to Build Perspective-Taking into Your Leadership

01

Ask "What else could be true?"

Use the "Ladder of Inference"

02

03

3. De-escalate with "Tell me more"

2. Mindfulness for Stress Management

Mindfulness Practices

1. The 3-Breath Reset

Anytime you feel triggered, overwhelmed, or agitated:

- Stop.
- Take three slow, deep breaths.
- With each exhale, say to yourself: "Let go."

2. The 60-Second Pause Before a Meeting

Before you lead a meeting, ask yourself: "How do I want to show up right now?" Then breathe for 60 seconds—no agenda, just presence.

3. The Daily Debrief

At the end of each day, ask:

- "What went well?"
- "What triggered me?"
- "How did I respond?"

3. Dealing with difficult personalities

Care Model

How to Navigate Difficult Dynamics (Without Losing It)

C

Clarify the Behaviour

A

Acknowledge the Impact

R

Request a Change

E

Empathise and Explore