

CERTAINTY

I KNOW

I ASSUME

IT'S OBVIOUS

THAT'S JUST
THE WAY IT IS

IV'E SEEN IT
BEFORE

CURIOSITY

I WONDER

TELL ME MORE

HELP ME
UNDERSTAND

WHAT MIGHT
BE HAPPENING

I'M OPEN TO
LEARNING



The simplest change we can
often make is replacing
certainty with **curiosity**

Rather than **assuming**

Become **genuinely curious**
about what might be driving
the communication

That small shift can change
the entire conversation