

Takeaway 1: Mindset Matters

Mindsets have the power to shape the dynamics of difficult conversations.

Warrior mindset = a focus on winning an argument and proving that we are right.



Explorer mindset = a focus on learning and understanding as much as we can about another person.

Takeaway 2: Asking Constructive Questions

Asking constructive questions can change a conversation for the better.

Constructive Questions Criteria:

- They are open-ended
- They are genuinely curious
- They invite stories
- They invite complexity
- They use a curious tone



Constructive Questions Examples:

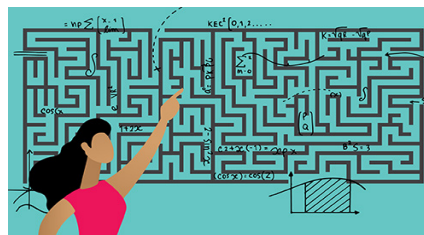
- Why is this issue important to you?
- Can you tell me more?
- Can you share something about your experience that may have led you to believe that?
- Have you always felt this way?

Takeaway 3: Intellectual Humility

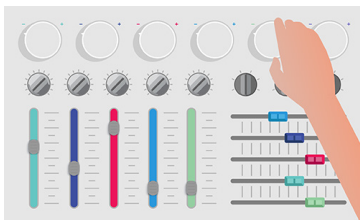
The illusion of explanatory depth = we think we know more than we actually do.

Intellectual humility = Acknowledging the limits of what we know and the possibility of being wrong.

Hidden complexity = social issues seem to have a “right” and a “wrong,” but when you scratch the surface, they are much more complex.



Takeaway 4: Intellectual Humility in Practice



You can do two things to increase your intellectual humility:

- 1. Belief Updating** = the idea that you can turn our degree of certainty up or down, depending on how sure you are about a belief.
- 2. Pause, Ponder, Pursue** = when you hear breaking news, pause to consider who might be impacted, ponder their context and perspective, and pursue more information to fill in knowledge gaps.