

NEXTalks Discussion Guide

Q2 Focus:
Listening to Understand
Contributing Respectfully

Featuring:
Connecting with Courage
Presented by Mark Ostach



Recommended Resources for Further Learning

Below, you'll find a curated list of recommended learning resources designed to support ongoing development and reinforce the concepts learned in the NexTalks. Happy Learning!

Select each bullet point to be taken directly to the resource.

Articles:

- [How To Strike A Balance Between Accountability And Empathy In The Workplace](#)
- [How to Create a Culture of Accountability at Work](#)

Book:

- [Dare to Lead: Brave Work. Tough Conversations. Whole Hearts. by Brené Brown](#)

Video:

- [Dealing with Distractions](#)

Udemy:

- [Ask Better Questions - Build Better Relationships](#)



An Open Conversation: Probing Questions

Use the following questions directly or as inspiration to guide your team through a debrief after the talk.

- What's one takeaway from the talk that resonated with you—and why?
- How can we, as individuals and as a team, "**model the change**" we want to see in how we connect with others?
- How can we balance accountability with compassion in how we manage and support each other?
- How can we do a better job of **listening to understand**—even when under pressure or working remotely?
- Think of a recent moment when showing vulnerability led to a stronger connection with a colleague or client.
 - What was the outcome?
- What will you do to be more present and contribute during meetings or one-on-ones?

