

Second City Workshop Takeaways

- Acknowledge, validate, value and build upon other people's ideas (“Yes, and...”).
- Maintain positive communication during negative situations – even if the answer is “no” there is an opportunity to create empathy or bridge to another idea.
- Listen to understand versus listen to simply respond.
- Create an environment where people feel safe taking risks and those risks are supported in order to create and innovate.
- Be willing to forgo parts of your agenda in order to serve the greater good or adjust to a new set of circumstances.
- Set meeting agendas and expectations at the top in order to provide a roadmap and ensure productivity
- Be mindful of non-verbal communication: both negative and positive body language, gestures, and facial expressions reflect your true attitude
- Make vocal choices with tone and inflection to support your whatever you are communicating, especially when trying to persuade!