



Mindful Gems



Conflict or Conversation

Think about a conflict you may have seen or gone through recently. What emotions do you think led to the conflict?

Am I Solution Focused?

Being solution-focused means that you see the possibilities rather than the limitations. It is a mindset about looking forward, with an open mind, focusing on the solutions and not the setbacks. This frame of thinking can also be brought into how we perceive others. No longer looking at certain personality traits as hinders but as unique traits that make us who we are.

Below, on the left you will find a list of personality traits that “problem employees” are labeled with, on the right you will find the positive outlook of these same traits. Match each trait with its positive outlook.

bossy	Knows what they want, outspoken
defiant	Prefers order and predictability
demanding	Expressive, passionate
dramatic	Holds strong beliefs, bold, unyielding
fussy	Natural leader, manager and key player
inflexible	Strong communicator, has strong preferences
unfocused	Multitasks, pays attention to many details



Let's Talk Open Ended Questions

Write down the Open-Ended question that could replace the question/statement to the left:

Question/Statement

Open Ended Question

Stop talking to people so rudely!

I noticed you seem flustered.
What is bothering you?

Do you like sandwiches?

Do you know how to enter
meal count numbers in CMS?

4-7-8 Breathe

The 4-7-8 breathing technique has been praised by numerous professionals as one of the best breathing techniques to use when its necessary to initiate calmness. Can you name when and where this technique would come in handy in the workplace?



Circle Back Reflection

Circle the two actions that would be circle back moments:

The employee you are speaking with starts crying and elevating their voice.

The senior informs the manager that lunch has been panned for the next day.

An employee returning to work has just brought in their doctors note.

The crew in the cafeteria will be implementing a new procedure for how to pan burgers.

