# Chapter 4: Ethical Interpersonal Communication

1. How do our attitudes shape the outcomes of our organizational conversations?
2. Have you ever been able to “open a space” for dialogue in your organization?
3. When are you most likely to engage in mindful communication? How does mindfulness improve your performance in these situations?
4. Why is it so hard to be an effective listener?
5. Is confirmation essential to teaching and learning?
6. What characteristics do you look for when determining if someone is emotionally intelligent?
7. How does organizational trust act as the “glue” that binds organizational members and organizations together?