

You are allowed to team up with other people from your team for this exercise.

Try to think back: Are there any conversations that you have had previously in your life that would have turned out differently if the habit of “Seek first to understand, then to be understood.” had been applied?

Tip: You can take inspiration from Kristian's own story: A friend of Kristian, working as graphics designer had his ideas turned down, without Kristian and his co-founders paying any attention to understand why these ideas were happening in the first place.

(You are welcome to ask for the story again)