

# PERSPECTIVES ON ENGAGEMENT:

## MANAGING CONCERNS

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information

### Team members may feel apprehensive about their ability to give meaningful feedback in a group environment

#### ① PROVIDE A COMFORTABLE SPACE

**Treat everyone equally and value what they bring to the project**

Consistently provide validating statements when team members share their views.



#### Try This

> Use phrases such as “That’s a great idea!” or “What an interesting point; I had not thought of it from that perspective” when others voice their opinions.

#### ② CREATE AN INCLUSIVE ENVIRONMENT

**Model patience and empathy**

For example, provide long pauses for people to gather their thoughts during meetings.

#### ③ SHOW RESPECT & UNDERSTANDING

**Balance efficiency with relationship building:**

Pay attention to and validate when people share personal experiences.



#### Try This

> Use phrases such as “I can tell how important this topic is to you. Thank you for sharing with us.”

#### ④ MODEL ACTIVE LISTENING

**Follow these active listening steps:**

**In the Moment:**

1. Reflect statements back to ensure understanding
2. Share specific ways that their input is useful or insightful

**Follow Up:**

3. If applicable, report back how their input was used and the ways it influenced the project

#### ⑤ ACKNOWLEDGE EXPERTISE

**Recognize that each individual is an expert on their own experience**

Reinforce the importance of the experience that each individual brings to the group.

#### ⑥ RESPECT TIME & PRESENCE

**End meetings when the agenda is finished, even if that means ending early**

Don’t meet just to “check the box”! Make sure the content of the meeting is worthy of your team’s time.

**Always end meetings on time**

Even if the agenda isn’t fully completed, stay consistent with set meeting time.