

# CONVERSATIONAL VULNERABILITY

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BUILDING TRUST TO HAVE  
DIFFICULT CONVERSATIONS

**Be brave  
enough to  
start a  
conversation  
that matters.**



**4 SHIFTS  
TO MOVE FROM  
COMBAT  
TO  
CONNECTION**



**FROM  
I-IT  
TO  
I-THOU**

HOW YOU  
MAKE  
OTHERS  
FEEL ABOUT  
THEMSELVES,  
SAYS A LOT  
ABOUT YOU.

GratitudeHabitat.com





WHAT MAKES ME FEEL  
IMPORTANT?

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HOW MIGHT I MAKE OTHERS  
FEEL IMPORTANT?



**FROM**  
**REACTING**  
**TO**  
**RESPONDING**

**Please take  
responsibility for the  
energy you bring into  
this space.**

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**Your words matter. Your behaviors  
matter. Our patients and our teams  
matter.**

**Take a slow, deep breath and make sure  
your energy is in check before entering.**

**Thank you.**



Indiana University Health





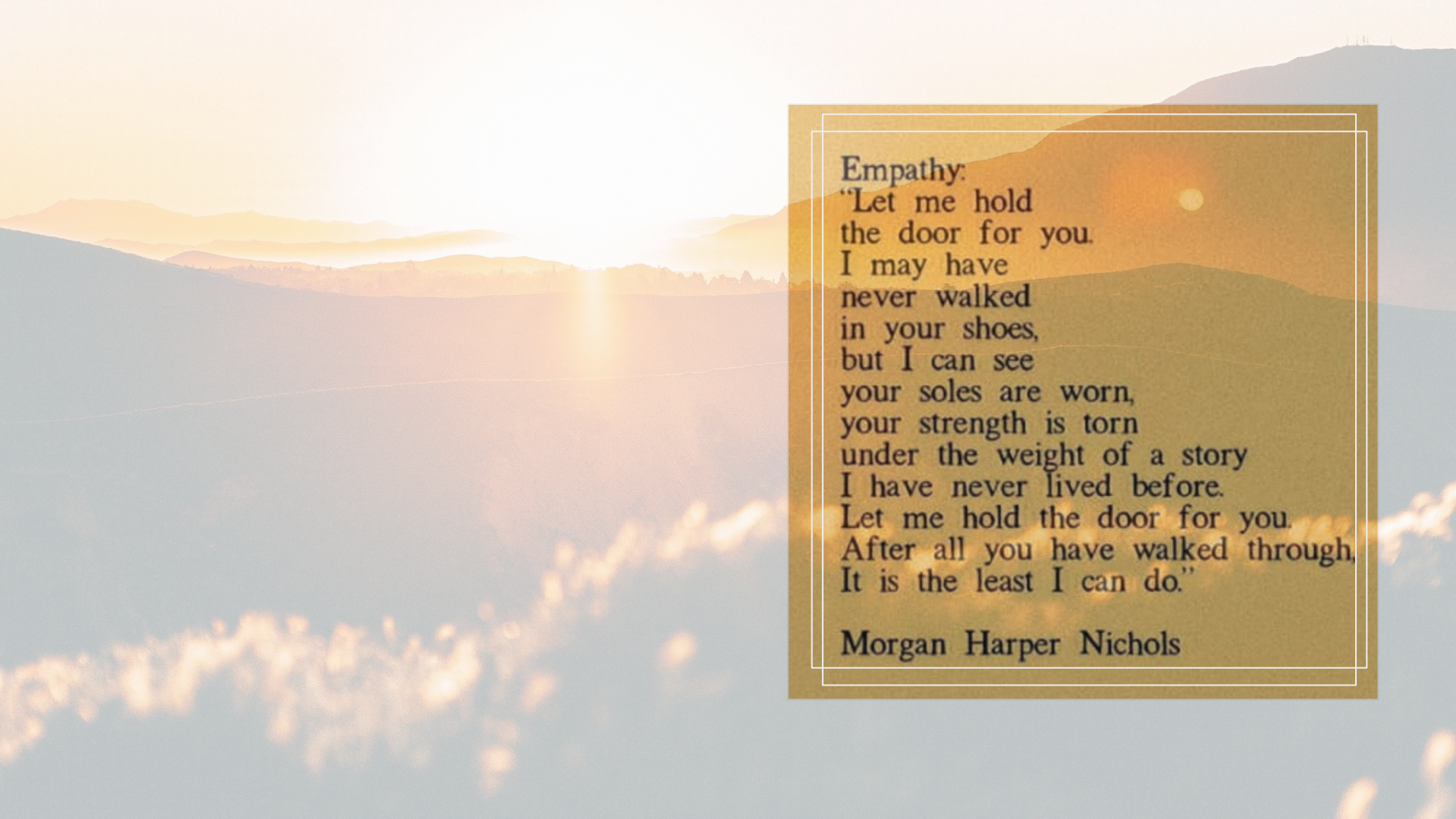
HOW CAN WE WIDEN THE GAP  
BETWEEN STIMULUS AND RESPONSE?

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WHAT LOWERS THE TEMPERATURE  
WHEN CONVERSATION  
GETS HEATED?



**FROM**  
**HEADSPACE**  
**TO**  
**HEARTSPACE**

A landscape photograph showing a sunset over a range of mountains. The sun is low on the horizon, creating a warm, golden glow. The mountains are silhouetted against the bright sky. In the foreground, there are some blurred, light-colored patches that could be clouds or snow. On the right side of the image, there is a rectangular text box with a white border and a light brown background. The text inside the box is a quote about empathy.

Empathy:

“Let me hold  
the door for you.

I may have  
never walked  
in your shoes,  
but I can see  
your soles are worn,  
your strength is torn  
under the weight of a story  
I have never lived before.  
Let me hold the door for you.  
After all you have walked through,  
It is the least I can do.”

Morgan Harper Nichols



DO YOU KNOW THE STORIES  
OF YOUR COLLEAGUES?

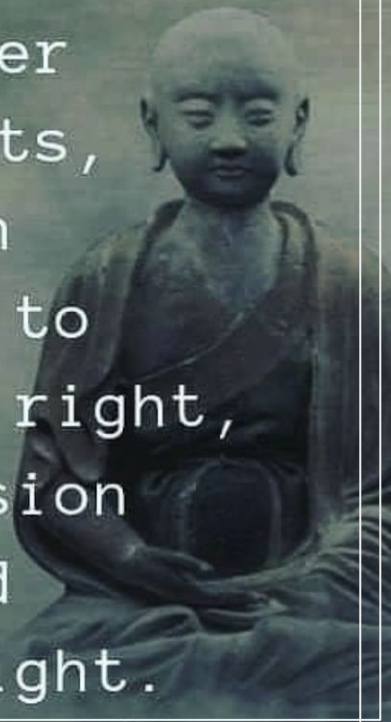
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DO THEY KNOW YOUR STORY?



**FROM  
RIGHT  
TO  
RELATIONSHIP**

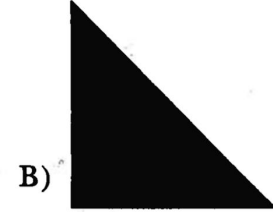
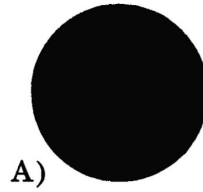
Discussions are  
always better  
than arguments,  
because an  
argument is to  
find out who is right,  
and a discussion  
is to find  
out what is right.




**EXERCISE:**

FIVE FIGURES ARE  
SHOWN TO THE RIGHT.

SELECT THE ONE  
THAT IS DIFFERENT  
FROM ALL THE  
OTHERS.





WHAT MIGHT IT LOOK LIKE  
FOR YOU TO HAVE LESS ARMOR  
AND MORE LEANING IN YOUR  
CONVERSATIONS?



A sunset over mountains with a quote overlay. The sky is a mix of teal, orange, and purple. The mountains are silhouetted against the bright sun. The quote is in white, bold, italicized text, centered on the image.

***“IMAGINE THAT INSTEAD OF GIVING  
A PIECE OF OUR MIND, WE  
GAVE THEM THE BEST OF OUR  
HEART.”***