



# Unlocking Yes, And

*Key skills for communication*



**GRATITUDE =  
OPPORTUNITY**



**LISTEN TO  
UNDERSTAND**



**TAKE CARE  
OF THE  
MESSAGE**



**ACKNOWLEDGE  
AND VALUE  
IDEAS FROM  
ALL SOURCES**



**STAY OPEN  
TO POSSIBILITY**



**CREATE  
ENVIRONMENTS  
WHERE  
"ALL RIGHT"  
IS RIGHT**

*The Second City*  
**WORKS**



**SELF**

**CHALLENGE YOURSELF:** Listen to someone differently today. Whether in a meeting, a call or a casual transaction, remove distractions and be "in the moment" with whatever you are doing.



**TEAM**

**SET TIME:** Create a "Yes, And" time at the beginning or end of your next meeting. Even for a few moments, the exchange of ideas freely and without judgment can lead to great discovery. Choose a topic or issue and don't say no!



**ORGANIZATION**

**HIGHLIGHT INDIVIDUALS:** Create a platform that highlights employees and allows them to connect. Communication becomes easier, more open, and transparent when co-workers know each other better as individuals.