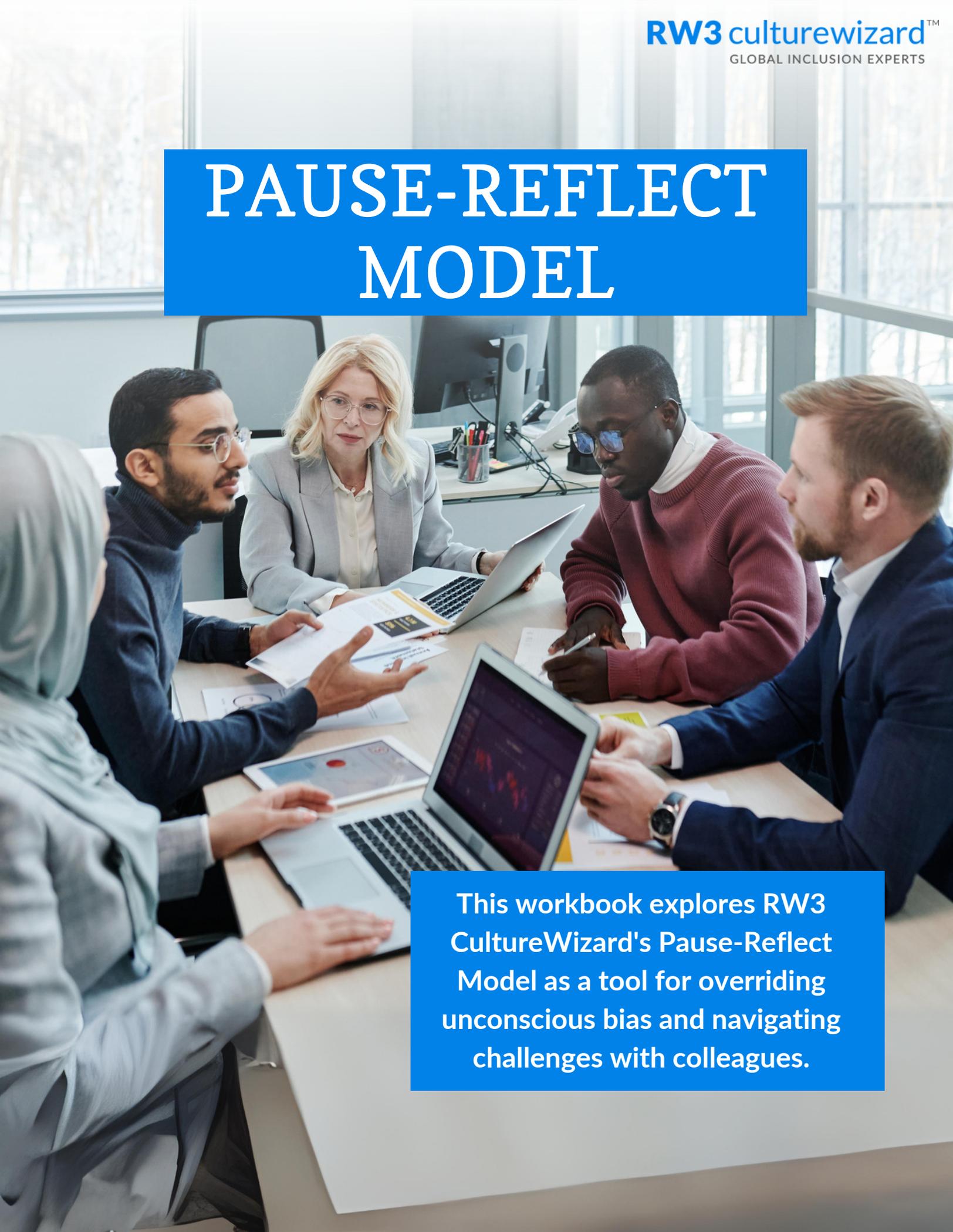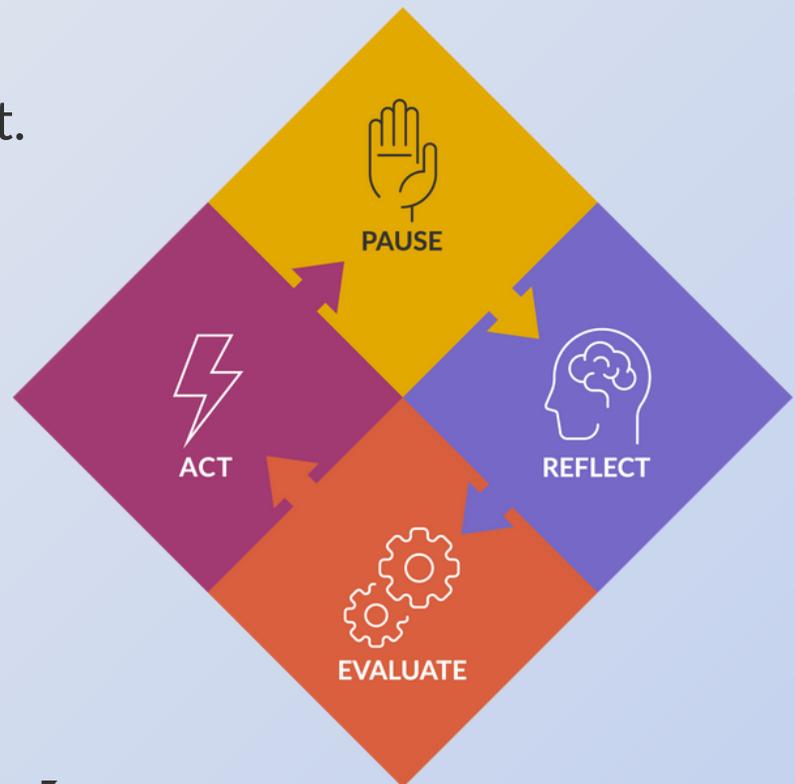# PAUSE-REFLECT MODEL

This workbook explores RW3 CultureWizard's Pause-Reflect Model as a tool for overriding unconscious bias and navigating challenges with colleagues.

What is the Pause-Reflect Model?

All humans have bias, because we're neurologically wired for it.

To override our brain's tendency to take shortcuts in order to make sense of an overwhelming amount of information, we have to learn tools for slowing down our thinking process.

PAUSE

REFLECT

EVALUATE

ACT

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Pause & Reflect

PAUSE

Taking a moment to pause is one of the most important steps in slowing the mind, reducing bias, and improving your approach to conflict resolution. You can take 3 deep breaths, go for a brief walk outside, or simply sit and close your eyes.

REFLECT

Giving yourself the space to really think about the situation from multiple angles, and to identify how you feel and why, can help you communicate more clearly during difficult conversations with colleagues, employers, or employees.
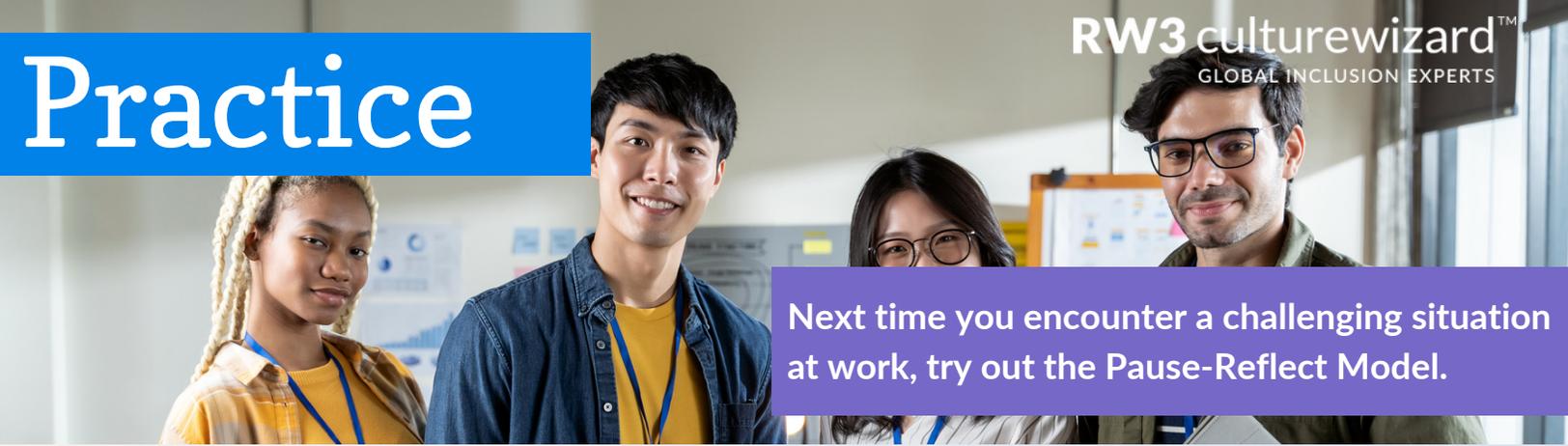
EVALUATE

It's important that before you choose how to approach the situation, you spend a little time thinking about the perspectives of all involved, and also that you evaluate what approach would likely lead to the best outcome.

ACT

Once you have paused, reflected on the situation, evaluated different perspectives and your innate tool kit for communication and conflict resolution, then you can deliberately choose words or actions that will likely be most effective and inclusive.

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Next time you encounter a challenging situation at work, try out the Pause-Reflect Model.

PAUSE

What can you to to pause your thinking? How does it feel to pause?

_____

_____

REFLECT

Write down some thoughts about the situation from multiple angles.

_____

_____

EVALUATE

Consider the different perspectives, and your most effective communication tools. What's the best approach?

_____

_____

ACT

How did your approach work? How might it have been different if you hadn't first stopped to reflect?

_____

_____

Notes

Recording any takeaways you gained during the process can help instill them for next time.

PAUSE ● REFLECT ● EVALUATE ● ACT