

Tom's story	Your view
<ul style="list-style-type: none">• Holding on tightly to his point of view causes him frustration and stress.• It reduces his ability to express himself well in a meeting.• When he can mentally change places with another person in the meeting and get a direct impression of how things are looking for that person, it enables him to better hear their point of view.• Then he is able to express himself more effectively.• He acknowledges that he often forgets to do this, but because he experiences the benefits – improved relationships and more cooperative working – he is inspired to keep trying to remember to work in this way.	