

TRANSFORM THE EXPERIENCES OF THE GROUP

contents + emotions = experiences

Clean shared contents

Take care of the quality of relationships

Take care of your messages

Maintain coherence between your actions and words
Do not get involved with the rumors
Provide clear information to people about their roles

Protect the group from aggression

Reduce hostility to and from the group
Generate a favorable context to think together
Nourish positive relationships to build confidence

Stop distorted content

Create spaces for dialog and opinion
Consider different interpretations of the facts
Open spaces to redefine misconceptions

Strengthen the sense of belonging

Create conditions for participation of people
Reinforce positive experiences
Enhance communication and empathy

Frame the participation of people

Connect individual objectives to group goals
Establish clear rules of participation in a group
Define the contribution of everyone to global goals

Inspire challenges

Maintain the significance of collective goals
Promote the diversity in groups
Bring new kinds of experiences into the routine

*Redefine
collective
experiences*

Handle the contents + Handle the emotions