

# The 5 tolerance commandments

The journey to becoming judgment free is a long and trying one. Don't go it alone. Instead, enlist the help of your co-workers. Make a pact with your team members that you won't judge clients and post these suggestions in your break room as a constant reminder.

1. Agree that it's OK to ask each other, "Is this a judgment?"
2. Commit to an emotion-free exchange when you're answering the above question.
3. Practice using the facts—just the facts—in place of judgments.
4. Ask for clarification from clients rather than making assumptions.
5. Role play interactions with clients and identify ways to decrease judgmental statements and actions.