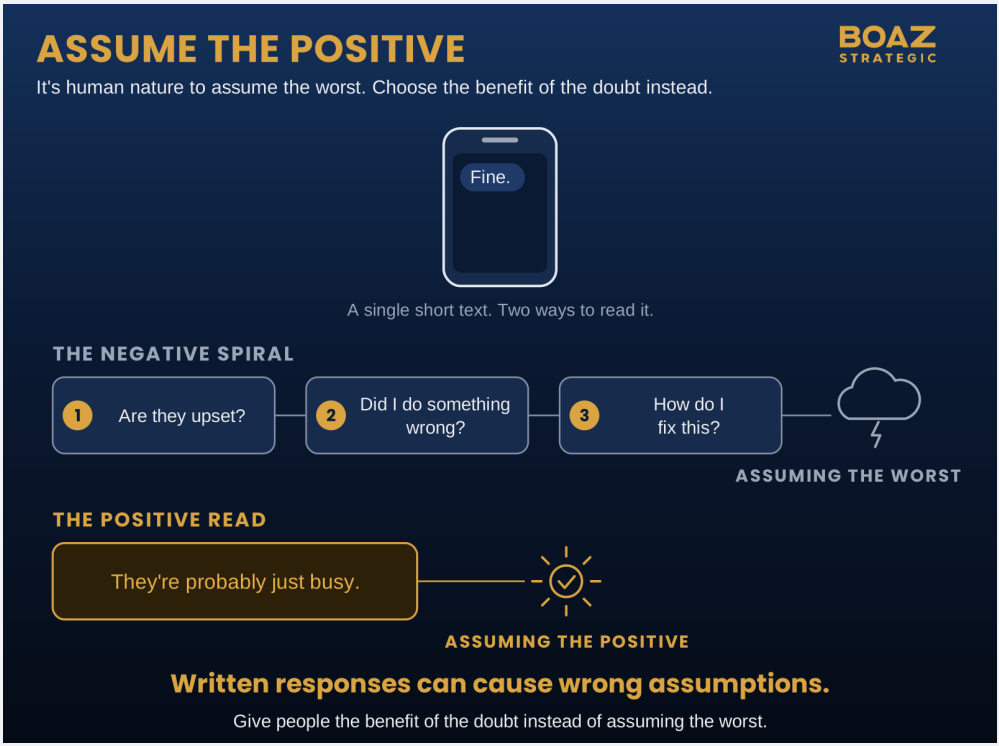


Positive until *proven negative.*

> *Written responses can cause wrong assumptions.*

Have you ever read an email or text and immediately questioned their tone or intention? In spoken conversations we immediately understand someone's tone, but lose this crucial understanding in written form. A single “fine” in a text can set off alarms: Are they upset? Did I do something wrong? How do I fix this?

It's human nature to assume the negative, so we have to be intentional to replace fear-based thinking with positive assumptions.

If a reply seems short, don't assume they're upset. They may have just been busy and thought a quick reply was better than none.

This is why it's crucial to give people the benefit of the doubt and assume the best. And if you can't stop dwelling on how an exchange went, don't sit in the negative — simply and respectfully ask.

You might say: “Hey, everything okay? I don't want to read into your reply.”

We've all heard “innocent until proven guilty.” Apply the same principle to your assumptions:

Positive until proven negative.