Conversation guidelines

Helping each of you to speak and be heard

1. **Speak in a calm voice**
   A steady tone helps everyone think clearly.

2. **Use respectful language**
   Choose words you would want to hear yourself.

3. **Use “I” and “me” statements**
   Talk about how things affect you.

4. **Talk about the problem, not the person**
   Describe what needs to change.

5. **Take turns speaking**
   While the other person is speaking, write down anything you want to say. You will have your chance to speak afterwards.

6. **Listen with curiosity**
   This is hard, so challenge yourself. Listen for something new. Could you summarise what you have just heard?

7. **Be inquisitive, not accusing**
   Ask what led the other person to do or say something.

8. **Leave out criticism and blame**
   It is hard to listen when you feel judged.

9. **Focus on what happens next**
   The future is where you can make changes.

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