



# Respectful Disagreement Conversation Tools

## **Pause a moment and calm down.**

Your emotions, whether you are aware of it or not, will be mirrored in the other person so take a moment to breathe before proceeding. That short centering pause could mean the difference in the other person listening or shutting down.

## **Move to eye level.**

This puts the conversation on an equal playing field.

## **Be direct.**

Say what you mean and mean what you say. Expressing how you feel is an important start.

## **“Start with the heart.” (Patterson et al., 2002)**

Voice your genuine concerns in the situation. Own your role in the situation since you are the only one you can control.

Patterson, K., Grenny, J., McMillan, R., & Switzler, A. (2002). *Crucial conversations; Tools for talking when stakes are high*. NY: McGraw-Hill.

