



WORLD
CHILDREN'S
DAY



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.

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