

Dignity Phrases

- Can you tell me more about that?
- Wow. I think just the opposite. Can you tell me how you came to that view
- Let's figure out what we disagree on; it can't be everything.
- I want to hear what you think.
- Can you tell me what I'm not getting?
- Can you explain that to me?
- How do you think we fix it?
- That's fascinating; I need to think about that.
- Thanks for talking with me; a lot of folks won't talk to people they disagree with.
- If we talk long enough, we're going to find out we share some values.



7 Norms Prompts

Pausing:

- Let's take a moment to think before we respond.
- I'd like to pause and gather my thoughts.

Paraphrasing:

- You're thinking that...
- So, there are three issues.....
- A value you hold is...

Posing Questions:

- Could you tell me more about...?
- What might be your thoughts on...?

Putting Ideas on the Table:

- Another idea might be...
- What other perspectives might we need to consider?
- What's the third option?

Providing Data:

- According to this data...
- Based on the research...
- What evidence might we need in order to proceed?

Paying Attention to Self and Others:

- What are we noticing about tone and body language?
- Who is engaged? Who is checked out?

Presuming Positive Intentions:

- What would be the positive presumption?