

DIGNITY

PHRASES

DEFUSE CONTEMPT WHEN THINGS GET HOT...

“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.”



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