

# Rules of Engagement

REMEMBER THAT THE PERSON YOU ARE TALKING TO HAS YOUR BEST INTERESTS AT HEART, EVEN IF YOU DO NOT AGREE ON SOMETHING

START TOUGH DISCUSSIONS WITH CLEARLY ARTICULATED OBJECTIVES

ASK YOURSELF, "AM I BEING KIND?"

ALWAYS USE "I" STATEMENTS

(TAKE RESPONSIBILITY FOR YOUR FEELINGS WITHOUT BLAME, SPECULATION, OR INFLAMMATORY LANGUAGE)

KINDLY REPEAT BACK WHAT THE OTHER PERSON IS SAYING  
(THIS HELPS TO SHOW YOU ARE LISTENING AND UNDERSTAND, RATHER THAN JUST WAITING FOR YOUR TURN TO TALK.)

DON'T INTERRUPT

IF YOU DISAGREE, KINDLY SAY SO AND EXPLAIN  
YOUR POINT OF VIEW

WE ALL MAKE MISTAKES - APOLOGIZE!

PRACTICE USING "THINK", "FEEL", AND "BELIEVE"

NOBODY CAN MAKE YOU FEEL ANYTHING  
(OTHERS CANNOT CONTROL YOUR FEELINGS,  
YOU HAVE ALL OF THE POWER!)