

LARAA

Listen • Affirm • Reflect • Add • Ask

Listen (actively). Listen to understand. Refrain from judging and stay curious. Let the speaker know you're listening. Use non-verbal cues (eye contact, nodding); paraphrase back.

Affirm or acknowledge something the speaker has said. Be genuine in your affirmation. Try this: Agree it is an important topic to discuss and/or express appreciation for ideas.

Reflect on your reaction to the speaker's words. Remember the purpose of the conversation, to understand, not judge. Recognize if you are feeling threatened or making assumptions.

Add your own perspective. Use 'and' not 'but' ('and on the other hand...'). 'But' negates everything that came before. Remain honest and curious. Disagreements can still be passionate.

Ask a genuine question. What else do you want to know? Demonstrate your desire to learn about the other's perspective. Ask about an idea for resolution.

