



# We agree:

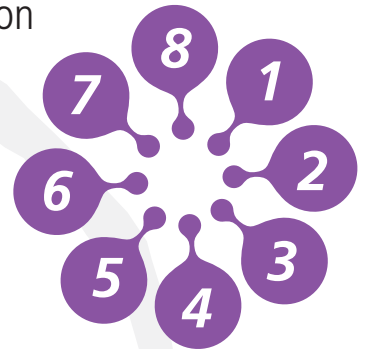
## WE ASK QUESTIONS

Ask questions to understand or clarify  
Listen patiently for answers



## WE TAKE TURNS SPEAKING

Each person gets heard  
Do not interrupt, wait your turn  
Listen to each person



## WE USE "I" STATEMENTS

Speak about what you saw; you felt  
Speak about what you did or want to do  
Avoid "you" statements that accuse

**"I feel..."**  
**"I want..."**  
**"I saw..."**

## WE STICK TO THE FACTS

Tell YOUR story of what happened  
Refer to the behavior not the person

