

Fostering Dialogue through Good Communication

*The dialogue process is about practicing a new kind of speaking
and a new kind of listening.*

Active Listening: *Hearing and understanding the truth of the experience of others*

- Give the speaker your full and undivided attention
- Listen to learn, not to verify existing assumptions or expectations
- Listen with empathy, to see the problem from the other person's point of view, to walk in their shoes
- Ask question to clarify or expand your understanding, not to challenge or engage in debate

Authentic Speaking: *Telling the truth of your own experience*

- Speak for yourself, not for a group or position
- Speak to communicate your own experience, not to persuade others
- Distinguish your opinion or belief from fact or 'truth'
- Acknowledge the experiences and assumptions that have shaped your views and opinion
- Speak from your heart