

# How-To Guide

You don't have to land on common ground to find success in conflict. Sometimes, success is learning something new – about the other person, the issue, or even yourself.

## Disagree Better by How You Think



- Avoid assumptions about others' motives.
- Examine the “why” behind all beliefs, including your own.
- Be curious. Lead with curiosity, not certainty
- Consider that you might be wrong, and that others can teach you.
- Your opinions are what you think, not who you are – same for the other person.
- See disagreement as growth, not identity threat.
- Think about what you have in common, especially shared values – where can you find agreement?
- Think about the bigger picture – what's your long-term goal in this conversation or relationship?

## Disagree Better by How You Listen

- Listen to understand, not just reply.
- Commit to listening more than speaking.
- Challenge yourself not to interrupt.
- Practice active listening: summarize what you heard them say before responding.
- Be mindful of your face, body language, posture while listening.
- Listen for values, not just positions or opinions.
- Learn how to improve listening through resources and courses.



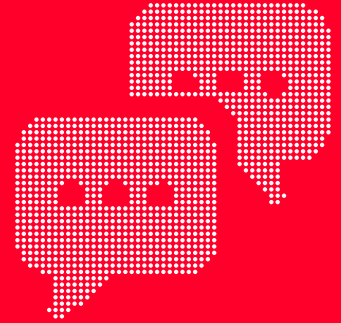
## Disagree Better by How You Speak



- Avoid name-calling or labels. “Us vs. them” goes nowhere.
- Explain your view without negative language about the other side.
- Show gratitude, thank others for sharing their perspective.
- Compliment passion, even if you disagree.
- Use “I” statements, not “you” statements.
- Commit to keeping your voice calm.
- Be passionate and respectful in sharing.
- Know when to step back respectfully if the conversation becomes unproductive or harmful.
- People are receptive when they feel respected and not attacked. Insulting and belittling people is never effective.

## Disagree Better by What You Say

- "Oh, interesting! I think I disagree with you. Want to hear my perspective?"
- "Thanks for sharing, I learned something new."
- "I appreciate your passion, it's clear you care."
- "I hear you; let me offer another angle."
- "That's interesting – how did you come to that view?"
- "I could be wrong."
- "What I'm hearing you say is that you ..." or "It sounds like you are feeling..."
- "Can you walk me through your thinking?"
- "What experience led you to hold that belief?"
- "I respect your opinion, even though I don't share it. Let's keep talking."
- "I hadn't considered that, thank you for raising it."
- "Let's agree to disagree, but I value this conversation – and our relationship."



## Disagree Better by What You Do

- Write down three things you admire about someone you disagree with.
- Research the opposing view on an issue you hold.
- Invite someone with a different perspective to coffee or lunch.
- Share a positive story about someone you disagree with.
- Share a book or article that opened your mind.
- Send a text of appreciation after a disagreement.
- Write a thank-you note to a community leader from another party.
- Attend a cultural or religious event outside your own.
- Avoid posting divisive or inflammatory content.
- Help a neighbor, regardless of views.



Avoiding difficult conversations won't bring us any closer, **but treating others with respect will.**

**Pick one tip and try it today.**

**Small steps, big changes.**