Tip #4 - Communicate without judgment:

Often when we are listening to the content of what people are saying, we will have an emotional response, make judgments and conclusions about the intent and meaning of the message content.

These judgments often lead us to respond in a way that may fuel mistrust and conflict.

To avoid a potential impasse in difficult conversations, we can:

- Stay focused on what our partner is communicating
- Breathe and neutralize our emotions
- Listen and acknowledge the views of the speaker
- Move from judgment to curiosity by asking questions to gain understanding of their perspective, needs and desires
- State your observations and experience using specific examples
- State your perspective, needs and desires
- Reframe problem into a mutual objective statement
- Keep the door open to future dialogue