

How to INVOLVE someone in a highly charged conversation



- **INTERRUPT**
“Can we pause for a second?”
- **NOTICE**
“I see that you have some strong opinions.”
- **VALIDATE**
“I also think this is important to talk about, and I want to continue this conversation.”
- **OPEN**
“Can you tell me more about how you’re seeing this?”
- **LISTEN**
(Actively!) “OK.” “I see.” “Interesting.”
- **VERIFY**
“So, I’m hearing that you think...”
- **EXPRESS**
“I see your point, and...” “Would anyone like to respond?”