

# What's the key to better conversations? Keeping it **B.R.I.E.F.**

## B

**Begin** peacefully. Start by dipping your toe in the water, with gentle curiosity about a broad subject.

## R

**Relate** to the other person. In what ways do you have similar feelings, experiences, or understandings?

## I

**Interview** for data. Ask questions to improve your understanding (but not to prove a point).

## E

**Echo** what you hear. Make sure you're on the same page in terms of understanding each other's vocabulary and experiences.

## F

**Feedback.** Offer suggestions, advice, or next steps based on what you've learned. Keep feedback focused on the specifics of the conversation, without broadening to other areas that might need improvement.

Continue the conversation online

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 HARMONY BOOKS

