

## Tips for engaging in Healthy Dialogue, Leading With GRIT (Wiley), p178

- Be aware of your own intent, and make sure you're being objective.
- Be mindful of what you are focusing on; don't get sucked into something.
- Get individual ego out of the way (feeling more than or less than).
- Meet conflict head-on. Bring attention to it, rather than ignoring it and hoping it just goes away.
- Plan for and communicate frequently and openly.
- Be honest about concerns; share your intent.
- Communicate honestly and avoid playing gotcha-type games. (There's that ego again!)
- Agree to disagree: Understand healthy disagreement will build better decisions. (Be aware of why you avoid disagreement. What are you concerned about?)
- Discuss differences openly.
- Get your team involved; people will support what they help create.
- Provide more data and information than is needed.
- Use helpful language:
  - You're right. I see how you feel about that.
  - Can you consider this perspective?
  - May I share how I feel?

