

L

Listen - Listen carefully to understand what the speaker means.

- What is at the heart of their message?
 - What values or beliefs do you hear?
 - What concerns are they expressing?
-

A

Affirm – Find an item or a value that you share with the speaker and say what it is to find common ground.

- I agree with what you said about...
 - I know a lot of people have that same concern
 - I appreciate your honesty
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R

Respond – Respond directly to the speaker's statements or concerns. Do not talk around the issue to control the conversation. This response may also be in the form of a question to find out the speaker's main concern or message.

A

Add information – Provide additional information related to the topic.

- I looked into this and found...
- What I have learned is....
- Share a personal story