

Disagreeing Agreeably

Use names. In a large meeting, introduce self first. In all meetings, groups of all sizes and even one on one, use name(s) of addressee(s) whether you agree or disagree with the opinion of the other person(s).

Disagreeing:

- A. State other person's name (or other people's names)
- B. Repeat other's position - Example: "I understand that you think..."
- C. Then state your position based on the following:

| Desirable | Undesirable |
|------------------------|------------------------|
| Normal voice | Yelling |
| Listening | Interrupting |
| Acknowledging points | Talking over |
| Respectful | Insulting |
| Show positive emotions | Personal attacks |
| Positive body language | Negative body language |
| Compliments | Profanity |
| Limiting speaking time | Tends to monopolize |
| Calm, laid back stance | Violence |

"Plus - Minus - Interesting"

All the positives first before discussing any negatives.

Interesting is possible at anytime.