

## How to Agreeably Disagree

### Listen

- ❖ Don't cut the speaker off
- ❖ Don't tell them they are wrong

### Acknowledge

- ❖ "I hear what you are saying"
- ❖ "I have not thought about it that way"
- ❖ "That is an interesting perspective"

Be aware of your body language. Words need to be congruent with your actions.

### Pause

- ❖ Never start out with "but, however, or nevertheless." These words put people on the defensive and break down communication.

### Communicate your idea, opinion, or point of view

- ❖ "In my experience"
- ❖ "Have you considered"
- ❖ "What about..."
- ❖ "My understanding is different. I..."