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**BEST**

**COMMUNICATION PRACTICES**

1.

When emotions are tense, **PAUSE.**



Fed by Cloudy Skies

COMMUNITY

WELL being

Comes from deep down



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## 2.

Make it **SAFE**.

Honor confidentiality.

Ask for the right time and place.

Speak directly, not behind their back.



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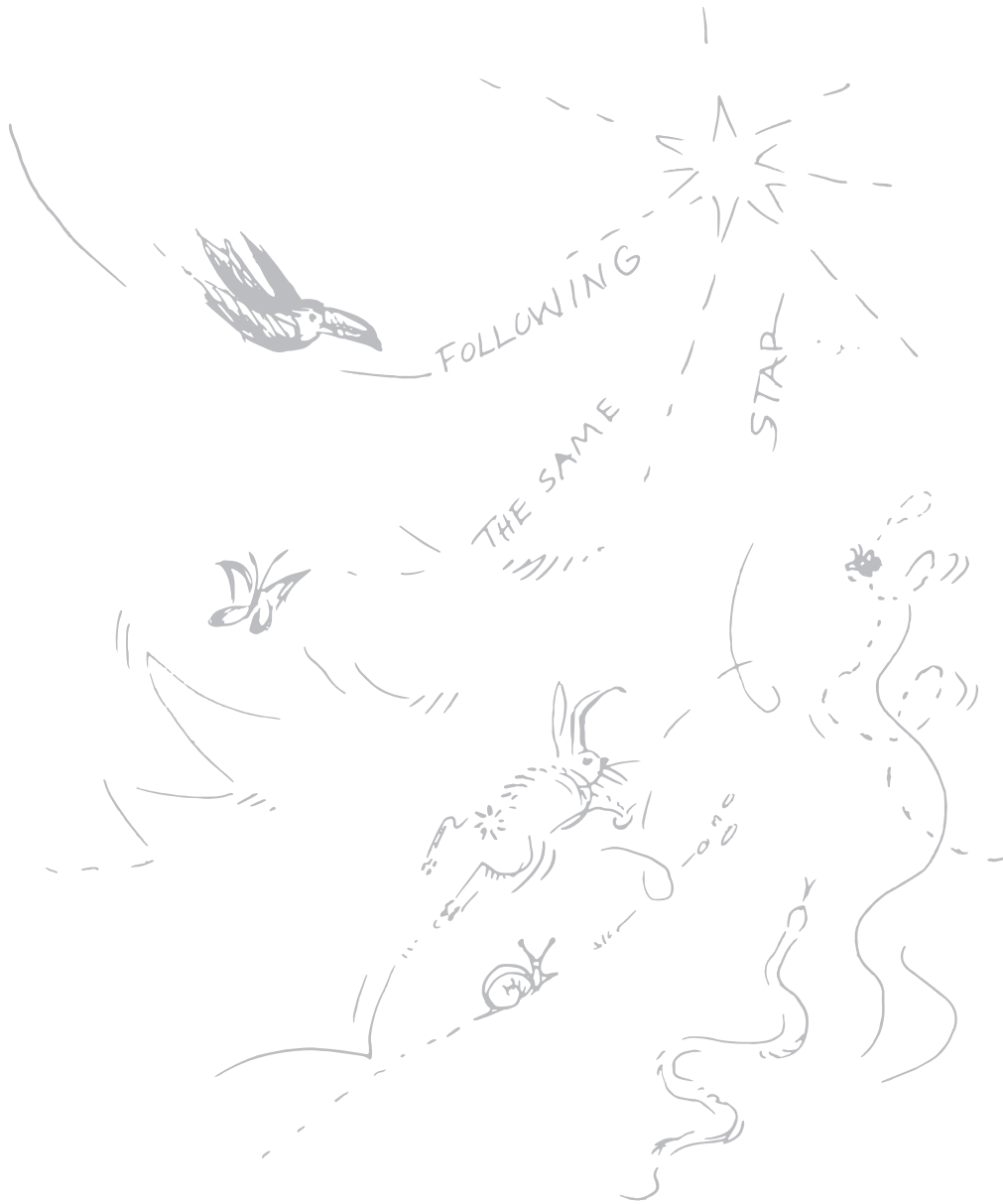
# 3.

Show **RESPECT**.

Be kind.

Use I statements.

Keep it positive. Humor can help.



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# 4.

Seek **MUTUAL PURPOSE.**

Commit to finding solutions.  
Seek healing. Start with gratitude.  
Find common values and interests.



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5.

Practice Deep **LISTENING**.

Without interrupting.  
Seek understanding.  
Go slow. Take time.

# 6.

**HONESTY** is necessary.

Separate facts from stories.

Repeat back, paraphrase to verify understanding.

Be factual and tactful. Observe what is, without judgement.

Acknowledge feelings and needs. Share your feelings and needs.







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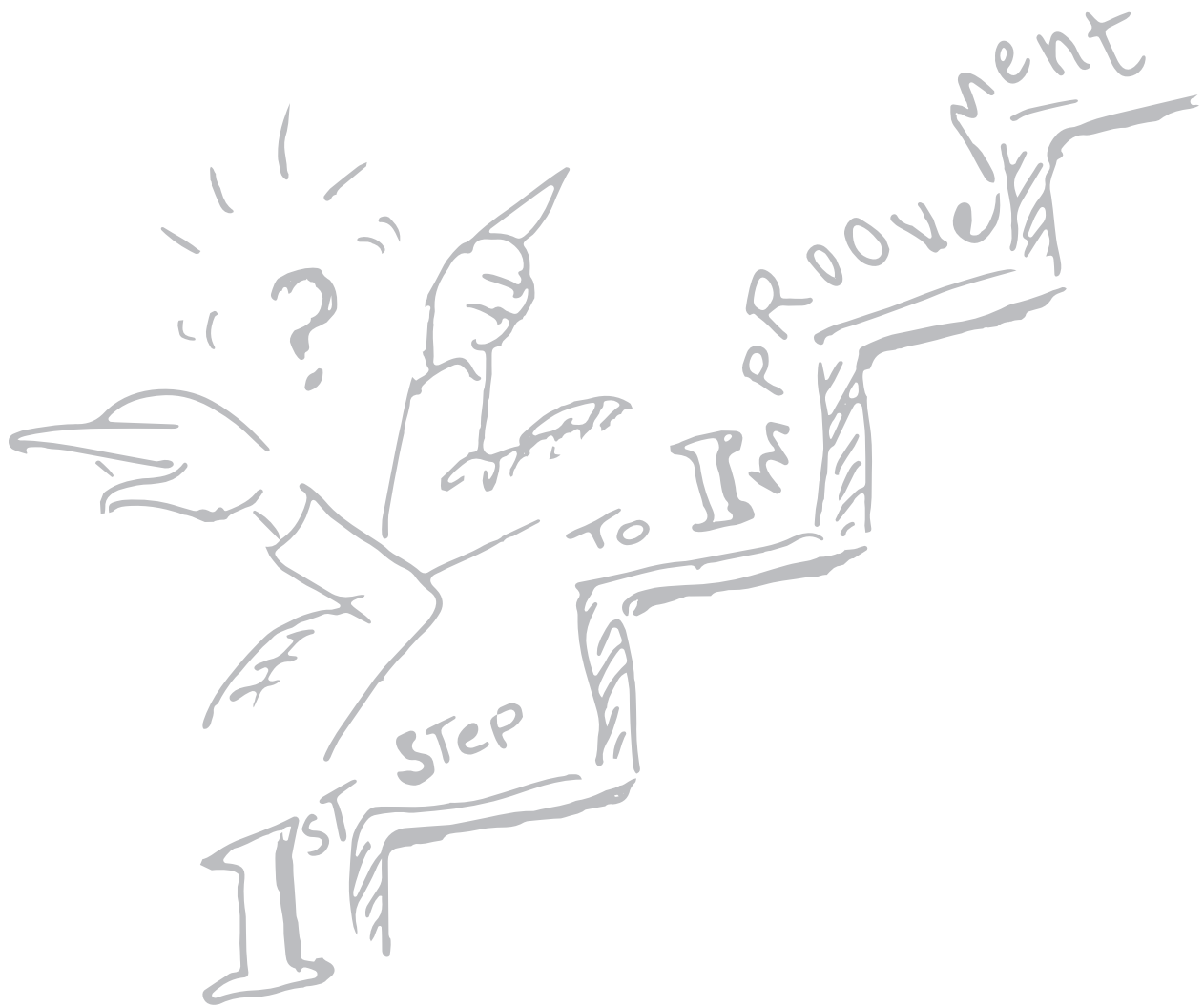
7.

Bring an **OPEN HEART AND MIND.**

Give the benefit of the doubt

Be curious. Ask open-ended questions.

Avoid assumptions, fixed positions, words like never or always.



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# 8.

## **MOVE INTO HARMONY.**

Make a specific request based on your needs.  
Apologize. Recognize how an action caused hurt.  
Take responsibility for that action. Express regret.  
Commit to healing actions that all agree to.

# 9.

**GET HELP**, if needed.

With a trusted third person.  
See the list of resources.

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It is **ALL** about...

**LOVE. TOLERANCE. CONSIDERATION.  
PEACE. HONESTY. EQUITY. EMPATHY.**



**MONTEVERDE FRIENDS MEETING.**

Monteverde Friends School.

TOPIC: Meeting - School Communication Workshop

TIME: May 29, 2021 09:00 AM Costa Rica

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