Moral - strong sense of right and wrong

Intellectual -- a need to learn about the issue









Emotional- strong emotional connection to the issue



Social -- Wanting to do something to address issue

Dialogue Support Sheet

How do I respond if I offended someone by mistake?

- Resist the urge to have a knee-jerk response, instead, listen and seek to understand the other party
- Don't let yourself dive into shame and blame mode, figure out how to take responsibility
- Apologize- without making it about you. So many folks miss the mark on this important step
- Pinpoint the oversight or lack of understanding that led to your mistake

How do I engage without sounding judgmental?

- That situation seems to have really bothered you...
- I hear a lot of passion around this...
- You saw something I didn't see, please help me understand...

How do I respond to someone who is in a different quadrant than me?

Open-ended questions help deepen the conversation. Avoid "Why" questions, they can put people on the defense. Below are some examples of questions or statements you can use to deepen a conversation with someone who has different views than you.

They might need an acknowledgment of their beliefs I might say I understand what you're saying, or I understand why you might feel that way, and I also see how it could be viewed differently (explain) How might your personal experiences be influencing your perspective? How might others be affected?	They might need More information or data I might say Here is some more information about You can find more resources on this topic at I believe the situation or issue is having this impact Can you give me a recent example of what you're describing? Can you give me some background about that situation? How might your personal experiences be influencing your decision? I think I hear you saying How do you believe others might view this?
They might need acknowledgment of their feelings and empathy I might say Tell me more about why you feel this way I understand how you could feel that way What experiences have you had that make you feel that way? I'm struggling with how this makes me feel because I'm struggling with your statement because Who else may be affected by this? How do you believe others might feel?	They might need to do something about an issue or problem-solve I might say Let's talk about the implications Are others ready to move forward, why, why not? How should we proceed? Let's brainstorm What would you like to do to resolve What will it take to move forward? Who else may be affected by this? How can I best support you?