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...”