



CELESTE HEADLEE'S 10 WAYS TO HAVE A BETTER CONVERSATION

1. **Be present in that moment** (Don't multi-task).
2. **Enter every conversation assuming you have something to learn.**
3. **Use open-ended questions:** Who, What, Where, When, Why, or How?
4. **Go with the flow** (Don't stop listening when thoughts come into your mind –Let them go so you can focus on what the other person is saying, not on the great idea you just had).
5. **If you don't know, say that you don't know.**
6. **Don't equate your experience with theirs.** (This is not about you).
7. **Try not to repeat yourself.**
8. **Stay out of the weeds** (e.g. don't spend time on stats, etc.).
9. **Listen to understand and not to reply.**
10. **Be brief.**

REFLECTION QUESTIONS

to guide your thoughts after watching this TED Talk at:
https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation

- What are the values associated with these guidelines that are also values you hold and want to see practiced?
- In your experience, which of these guidelines is essential to a productive conversation about difficult topics, especially when we talk about them as a community?
- Which of these guidelines struck you as one(s) you do not often practice or as one(s) you had not thought about before?