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

- 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?