



HEART TO HEART

Conversation Guidelines

Speaker is in Charge:

Do not interrupt others when they are speaking. Allow each person to have the time to express themselves.



Speak for "I"

Speak for yourself and what you believe in. Take ownership for what you say. Avoid generalizations like saying "we".



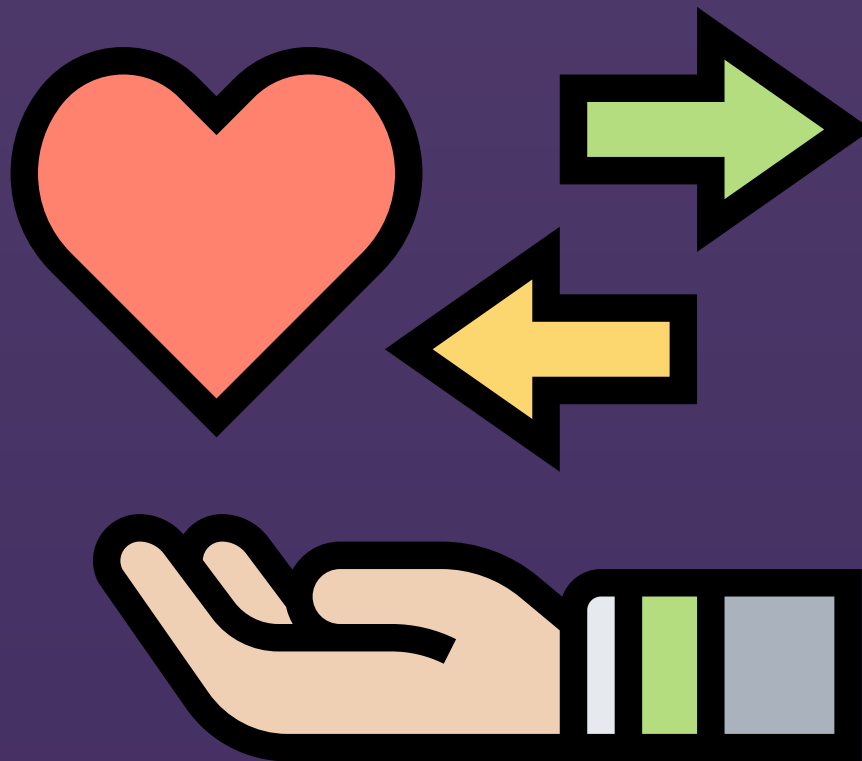
Confidentiality:

What's said in the group
stays in the group.



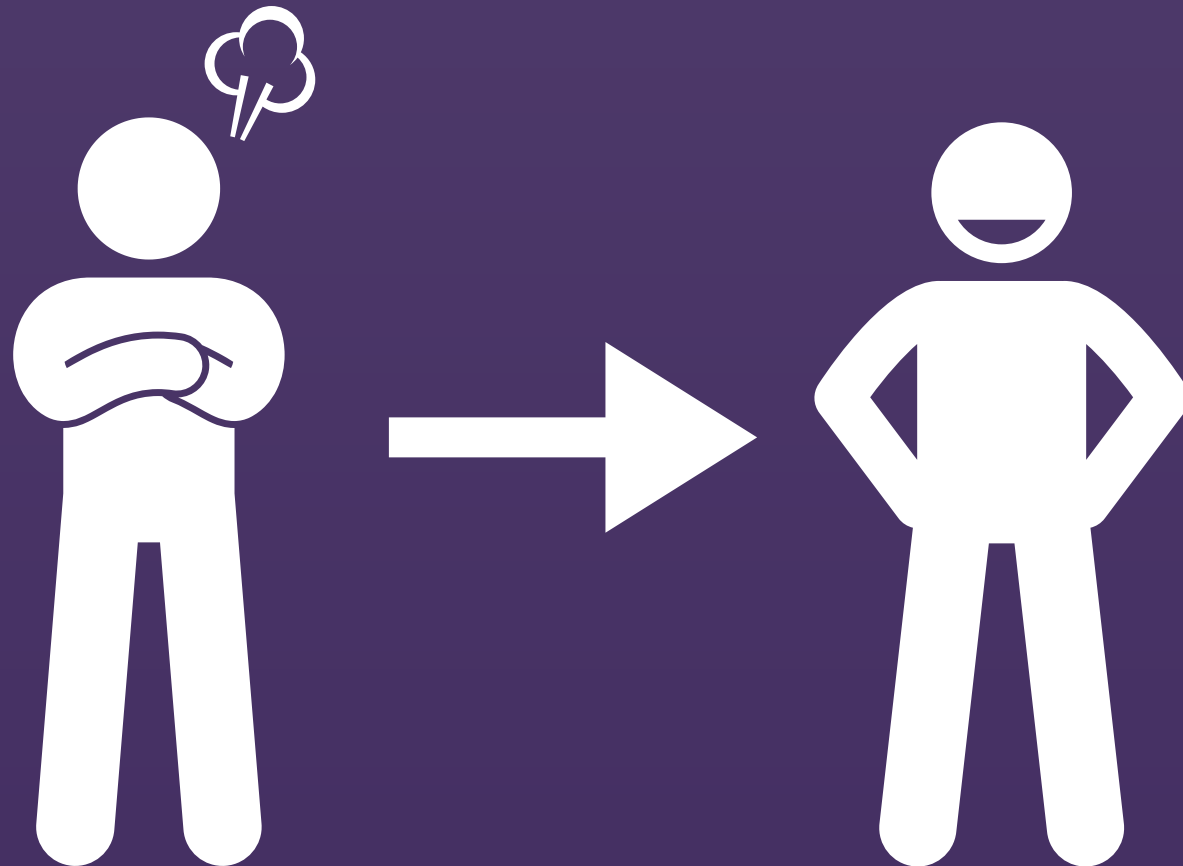
Avoid Negative Comments:

Insults, sarcasm, and generalizations
can hurt people. Instead use
compassion and understanding.



Chill Out Time:

If you do not agree with a point made by another person and you become angry or frustrated, allow for 'chill out' time, and take a few moments to calm and think things through before you speak.



Take space, make space:

Conversations are most powerful when everyone can participate. Make sure you are contributing and leaving room for others to contribute too.



Accountable space and respecting roles:

It is everyone's responsibility to ensure group members are respected, safe, and able to share what is on their heart and mind free from fear and judgement. At the same time, let the facilitator facilitate – it is not your job to manage other group members it is your job to be responsible for your own actions and behaviour.

