SKILLED DIALOGUE STRATEGIES

Support Strategies:

Welcoming

<u>Hallmark</u>: Other person's sense of being welcomed

Examples	Non-Examples
1. Hello. I'm so glad that you were able to come. How has your week been? 2. Thanks for coming. I'm really looking your thoughts about our project. 3. So good to see you. I hope you didn't have any problem finding this room. I am really looking forward to hearing your ideas on how we can improve. Your expereince is such an asset for us.	1. "Thanks for coming. Have you thought about what I mentioned on the phone?" 2. "I'm glad you're here. As you know, it's been a rough week and we need to get started on our project as soon as possible. 3. Hello. Sorry I'm late. I had such a hard time getting here. The traffic was really heavy and then I couldn't find a parking place.

Sense-Making

<u>Hallmark</u>: Understanding how other's concern/perspective makes sense given particular context(s)

Examples	Non-Examples
1. Can you tell me more about why you think we're picking on Patrick. 2. "I've never thought of it that way. Can you tell me more?" 3. I'd like to hear more about why you don't want to talk about Patrick's behavior.	1. I don't understand why you believe we are picking on Patrick. We're only trying to help. 2. I think it might be better if we continued to talk about Patrick's behavior. 3. I'm sorry it's difficult for you to talk about Patrick's behavior.

Support Strategies:
Allowing

<u>Hallmark</u>: Degree to which I've listened to other expressing their concerns, ideas, and perspectives without interjecting or defending my own

Examples	Non-Examples
1. I hear that you're concerned about what you could do? Can you tell me more about that? 2. I see. Could you tell me a bit more about how you see this situaiton? 3. That's interesting. I'd like to hear more about it.	1. I see. Let me tell you a bit about what I think is necessary. 2. I think we need to look at things differently. 3. What do you think about the suggestions I emailed you?

Appreciating

<u>Hallmark</u>: Degree to which I express recognition of value of other's perspective/ideas

Examples	Non-Examples
1. I see. I can appreciate how it seems we are picking on Patrick. 2. You know, I think I'd be concerned too if I thought we were picking on Patrick. 3. I can see how focusing on Patrick's academics has helped in the past.	1. I hear what you're saying. I just don't think it is helpful in this situation. 2. I'd never respond that way. (spoken aloud or only thought). 3. Have you thought of paying more attention to Patrick's behavior?

Key Strategies:

JOINING

<u>Hallmark</u>: Other person's confidence in your understanding of their concern/perspective.

Examples	Non-Examples
1. I think I understand. It can't be easy to feel like there is nothing you can do about his behavior at school. I'd be frustrated too. 2. It sounds to me like you're feeling pretty powerless at this point. I've felt that way too and it's never easy.	1. Here is how I understand what is happening. 2. As I've said, I'm concerned about Patrick. I have talked with several other people and they also seem to think he is having a problem with his behavior.

HARMONIZING

<u>Hallmark</u>: The crafting of a "3rd Space:" i.e., an option inclusive of both other's

idea/perspective and my own

Examples	Non-Examples
1. What if we could promote behavior change AND also focus a bit less on Patrick's behavior? What do you think that might look like? 2. I think we could find a way to focus less on Patrick's behavior while also helping him to learn more appropriate behavior. One could actually help the other.	1. As we just discussed, we believe that we really need to focus on Patrick's behavior so that he can work better in the classroom. 2. I understand that you'd like less focus on Patrick's behavior, unfortunately I don't see how we could do that at this time.