

TIPS FOR USING NONJUDGMENTAL LANGUAGE

- ✓ Avoid using the words "always", "never", and "should".
- ✓ Use "yes, and" rather than "yes, but"
- ✓ Ask people to tell you more, elaborate.
- ✓ Expect and welcome different points of view.
- ✓ Ask "how" and not "why".
- ✓ Give ideas some "think time".
- ✓ Explain differences (rather than compare).
- ✓ Recognize your own "need to be right".
- ✓ Remember "right" is relative.
- ✓ Put as much energy into listening as you do into speaking.