

- Listen respectfully, without interrupting
- Listen actively
- Criticize ideas, not individuals
- Avoid blame, speculation, and inflammatory language
- Allow everyone the chance to speak--share responsibility for including all voices
- If you have much to say, try to hold back a bit; if you are hesitant to speak, look for opportunities to contribute
- Avoid assumptions or generalizations about social groups, and do not ask individuals to speak for their perceived group
- Be courteous--don't engage in private conversations while others are speaking
- Trust that people are doing the best they can

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Source:
University of
Michigan

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