The ABCs

A
ASK to understand their perspective

B
BREAK down our view so they understand our reasoning

C
CHECK our understanding of their perspective

LISTEN – Attentively to words, tone, and body language + with an open and curious mind
The ABCs (cont.)

**ASK** to understand their perspective

- Instead of asking only leading questions to trap or exploit them
  - Ask open-ended questions. The answers will give you a better sense of how they’re looking at the issue.
  - Include requests for specific examples to understand the facts they’re focused on and how they’re interpreting them

**BREAK** down our view so they understand our reasoning

- Instead of arguing to prove they’re wrong
  - Share our view after exploring theirs – add to their story (“and”) rather than negating their view (“but”)
  - Share the data we’re focused on and how we’re interpreting that data – and then invite their questions and reactions

**CHECK** our understanding of their perspective

- Instead of dismissing their views outright
  - Recite back to them what we understand about their view in a neutral way
  - Ask them to flag what we’re missing and/or invite them to add to our explanation of their view

Checking understanding ≠ Agreeing with them