

CALS' Communication Values

1. Listen to understand.
2. Look for areas of philosophical and strategic alignment.
3. Repeat what you heard and ask for clarity...especially when you think you disagree.
4. Offer productive suggestions and solutions
5. Ask for clarification if you need/want it
6. Approach discussion with kindness, compassion, and respect for each other.
7. Ask questions to understand others' perspectives and to avoid making assumptions.
8. Discuss the issues, not the person.
9. Avoid triangulating, instead check existing assumptions with the facts, rather than simply expanding assumptions.
10. Be professional and honest with one another so that we can move through obstacles and make good decisions together.
11. Be authentic, if your "stance" isn't genuine, the words won't matter.
12. Listen for what's new in the other's thinking, not for the best time to jump in with your own opinion.
13. Help ensure transparency of information by discussing items of interest and of concern with the whole group.