Keeping it positive

Sometime it is hard to move forward in a conversation if people have differing opinions ideas. At times like this it helps to keep things positive.

Positive language

Focus on the issue not the person:
Instead of saying *You are wrong*, say *I do not agree with that point.*

Avoid generalisations:
Instead of saying *Everybody knows that is incorrect*, say *I believe that may be incorrect.*

Avoid rudeness:
Instead of saying *That’s just silly*, say *I understand how you feel, and…*

Remain calm:
Instead of saying *How dare you say that!,* say *It upsets me that you think that.*

Listen carefully:
Instead of making assumptions about what someone is going to say, listen carefully to ensure you understand their argument.

Positive Body language

**Smile:** let other people know you are positive.

**Sit up straight:** show people you are confident.

**Keep an open posture:** avoid crossing your arms, hunching your shoulders or looking down so people know you are open to hearing their ideas.

**Maintain eye contact:** make sure people know you are listening and engaged.

**Nod:** signal to people know that you understand what they are saying.

*Adapted from Face to Faith, Tony Blair Faith Foundation*