

REPLY

R espectful Language

Make sure your answer is respectful, and recognises the value and humanity in the other person.

E motions are okay

It's fine to say how you feel about a question.
Our emotions can often show what's important to us.

P rovide information

Answering questions is a good opportunity to help people understand how you have come to your point of view.

L ength

Keep it short: stick to the topic and leave space for the other person to join in the conversation.

Y ou & I

Use 'I' statements when you talk about your own beliefs, opinions and experiences to avoid generalisations.

