

REPLY

Respectful Language

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

Emotions are okay

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

Provide information

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

Length

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

You & I

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

