

LARA DIALOGUE TOOL



Engaging Across Difference

LISTEN

Try to understand the speaker's feelings and their intent, even if you disagree with what they are saying or the words they use.

Recognize your body language and facial expression and how they are impacting the tone of the conversation.



AFFIRM

Wait to respond until you hear the speaker say something that, on some level, you agree with. You might need to ask clarifying questions to get there.

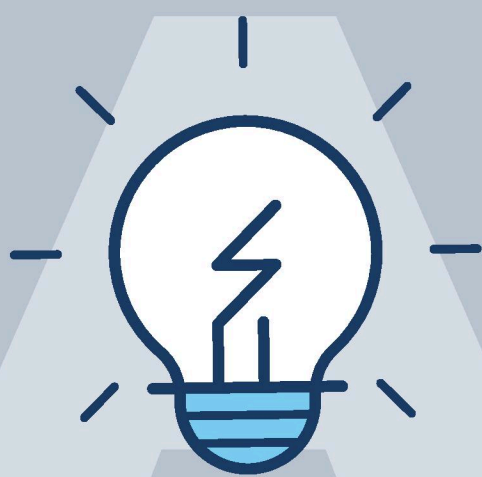
"I also think that safety is important."

RESPOND

Avoid starting your response with "but".

Share your opinion about the topic at hand. Don't share it as facts or universal truth. Use accurate, factual information about people & events.

Respond directly to the concerns or questions raised by speaker. By doing this, you show that the other person deserves to be taken seriously.



ASK QUESTIONS OR ADD INFORMATION

Share a resource or a personal story.

Think about (and bring up) voices that are missing from the conversation.

To deepen dialogue, ask the other person to share more about their perspective.

LARA RESOURCE:

TINKER, B. (2004). LARA: ENGAGING CONTROVERSY WITH A NON-VIOLENT, TRANSFORMATIVE RESPONSE

Infographic by:

