

Expert Tips for Working Together

What We Say

- Say “OK” or answer when someone speaks to you.
- Use a calm, pleasant, indoor (quiet) voice.
- Don’t make fun of anyone’s ideas or tease. Don’t criticize them.
- If you hurt someone else’s feelings or do something wrong, say you are sorry.
- Use “I” statements (“I feel... I think... I don’t understand...”), rather than “you” or “those people” statements (“You don’t know... those people think that...”).
- Don’t be sarcastic or cut down someone else, even as a joke. You can be funny without putting others down!
- Paraphrase what the other person says or repeat back what you hear (“So, you think that....” or “What I hear you saying is that”).
- Ask people to explain something you don’t understand.
- Don’t always try to have the last word.

What We Do

- Pay attention when another group member speaks.
- Look at the person who is speaking. Try not to be distracted by other things, such as TV, cell phones, music, etc. This lets people know you are listening.
- Stay on task.
- Don’t interrupt the speaker.
- If you disagree, say why you feel differently about the idea but don’t criticize the other person.
- Don’t leave the room if you get frustrated or bored.
- Don’t take part in side conversations when a team member is talking.

