



## Standards of Communication



### Stay Positive

- Emphasize solutions
- Elevate and empower
- Be accountable



### Be Civil

- Use courtesy and respect
- Avoid:
  - sarcasm
  - blame
  - labeling
  - emotional manipulation
  - absolute language
  - yelling
  - threats



### Use Candor

- Be direct and open
- Reward openness in others



### Listen Accountably

- Listen more than you speak
- Listen to understand



### Speak Accurately and Honestly

- Balance your facts
- Interpret facts reasonably
- Be contextually correct
- Be informative and substantive



### Maintain the Three Perspectives

Maintain awareness of the following three perspectives:  
\*yours \*theirs, \*the one a neutral party would tell.