Standards of Communication

Stay Positive
- Emphasize solutions
- Elevate and empower
- Be accountable

Use Candor
- Be direct and open
- Reward openness in others

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

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.