

Discussion Guidelines (Maryland Leadership Workshops – MLW)

1. Everything said is considered confidential.
2. Use "I" and "MY" statements.
I feel, I wish, I think . . .
MY experience has been . . .
3. Avoid using "YOU" statements.
YOU are wrong . . .
YOU always, YOU never . . .
4. Attack the issue, not the person
5. Consider the sandwich technique.
Compliment (I like . . .)
Constructive suggestion (My concern is . . .)
Compliment (I like . . .)
6. Don't use killer phrases.
7. Assume everyone in the group is equal in all respects.
8. Avoid offering solutions.
9. Think before you speak.
10. Be sensitive to others, but still say what you feel.

*Each of these guidelines is equally important. They appear in no particular order.