

# Bridging Differences with Character

A Guide to Civil Conversations at Work

## Step 1: Create a Safe Space

“I want us to have open, respectful conversations here, even on tough subjects.”

## Step 2: Start with Curiosity

“Can you tell me more about why this issue is important to you?”

## Step 3: Share Your Perspective

“I feel concerned when we...”



## Step 4: Validate the Other Person's Feelings

“I see that this issue is really important to you, and I respect that.”

## Step 5: Find Common Ground

“While we might have different views, I think we both care deeply about fairness.”

## Step 6: Agree on How to Move Forward

“We might not see eye to eye on this issue, but we can agree to approach future conversations with respect.”

### References

1. <https://hbr.org/2020/10/managing-a-team-with-conflicting-political-views>
2. <https://eye.hms.harvard.edu/files/eye/files/difficult-conversations-summary.pdf>
3. <https://hbr.org/2023/05/how-to-disagree-productively>