



Draft Protocol for Respectful Dialogue

"We[, the signatories to this Protocol,] agree that it is in the interests of our [business, organisation, employees, and those with whom we contract/do business] that all communications are conducted civilly and with dignity. Therefore, we agree to:

- listen carefully to all points of view and seek fully to understand what concerns and motivates those with differing views from our own;
- acknowledge that there are many points of view and that these have validity alongside our own;
- show respect and courtesy to all individuals and organisations with which we have dealings;
- express our own views clearly and honestly with transparency about our motives and our interests;
- use language carefully and avoid personal or other remarks which might cause unnecessary offence;
- ask questions if we do not understand what others are saying or proposing;
- respond to questions asked of us with clarity and openness;
- support what we say with clear and credible information wherever that is available."

To receive more information about our in-house and open training courses, and to receive our e-newsletter, contact Stefanie Gibb on 0131 226 6564 or email stefanie.gibb@core-solutions.com