

Attentive Listening

- ✚ Quiet your self talk
- ✚ Focused attention
- ✚ Soft attention
- ✚ Give room to speak
- ✚ Let it land
- ✚ Don't take it personally
- ✚ Check for understanding

Respectful Questioning

- ✚ DO NOT use a question to make a point!
- ✚ Simple and direct
- ✚ Be careful of even the appearance of entrapment
- ✚ Check your assumptions
- ✚ Seek to understand what you have heard and observed

Sharing My Experience & Thoughts w/o Judgment

- ✚ Speak for yourself
- ✚ Own your beliefs
- ✚ Share your observations
- ✚ Share your feelings
- ✚ Share your thoughts and conclusions
- ✚ Share your values

Project Sentinel – www.housing.org is a non profit agency focused upon tenant-landlord issues, fair housing issues, and mortgage issues.

- Palo Alto Mediation Program - www.paloaltomediation.org - (650) 856-4062
- Los Altos Mediation Program – www.losaltosdisputes.org - (650) 949-5267
- Mountain View Mediation Program – <http://www.mountainview.gov/depts/comdev/preservation/mediation.asp> - (650) 960-0495
- Campbell (408) 243-8565
- Cupertino (408) 720-9888
- Fremont (510) 574-2270
- Los Gatos (408) 402-0307
- Milpitas (408) 946-6582
- Santa Clara (408) 720-9888
- Sunnyvale (408) 720-9888

Santa Clara County Dispute Resolution Program - (408) 792-2327 -

<http://www.sccgov.org/sites/ohr/Dispute%20Resolution%20Program%20Services/Mediation%20Programs/Pages/Mediation-Programs.aspx>

Some Good Books:

[Crucial Conversations](#) – Patterson, Grenny, McMillan, Switzler

[Taking the War Out of Our Words](#) – Ellison

[Conflict – The Unexpected Gift](#) – Hamilton,, Seaman, Gee, Freeman

[The Anatomy of Peace](#) – Arbinger Institute