

# HAVE MORE CIVIL CONVERSATIONS

Use your understanding of your AoVs in combination with the **CIV Framework** (Connect, Invite, Validate). Here's how to apply your results step-by-step:

1

## CONNECT

Start by focusing on shared interests, experiences, or values. Ask genuine, open-ended questions that show curiosity about the other person as a whole human being—not just their opinions.

Instead of diving into the issue, start with something non-controversial to build rapport: “Hey, I saw you’re planning a trip to the mountains. I love hiking too—what trails are you considering?”

2

## INVITE

Politely ask for permission to discuss sensitive topics. Frame your invitation as a chance to learn and understand their perspective, rather than debating or persuading.

After connecting, transition to the topic respectfully: “I’ve been thinking about the policy updates, and I know we might see things differently. Would you mind sharing how you see it? I’m really curious about your perspective.” This signals openness and creates a safe space for dialogue.

3

## VALIDATE

Acknowledge their feelings and intentions without necessarily agreeing. Show understanding and respect for their perspective to foster trust and reduce defensiveness.

When they share their view, respond with empathy: “That makes sense—I can see why you’d feel that way, especially if you’re worried about how the changes will impact your team. I hadn’t thought about it from that angle before.” This shows you value their input, even if you don’t fully agree.

## FINAL TIP: STAY OPEN TO GROWTH

Using the **CIV Framework**, especially with an understanding of our assumptions of vulnerability can foster empathy and meaningful dialogue. *Remember, the goal is not to “win” but to create a bridge where understanding can flourish.*

