

PUBLIC HEARING DISCUSSION GUIDELINES

1. Share all relevant information
2. Identify the issues that need to be resolved
3. Be concrete and factual, using examples and avoiding generalizing
4. Explain reasons behind statements and actions
5. Focus on interests – not positions, problems – not people
6. Don't take cheap shots
7. Discuss disagreements openly, but not disagreeably
8. Listen attentively and thoughtfully to the perceptions and feelings of others
9. Test assumptions and inferences publicly