TOWN OF CARRBORO

Guidelines for Discussing Issues and Solving Problems

- Share all relevant information - be open, honest and factual

- Don't take cheap shots – be respectful of others, avoid the temptation to see disputes as one "side" against the other; respect the ideals of good governance and civil discourse

- Actively solicit opinions and engagement – encourage a balanced and inclusive dialogue that incorporates all relevant positions

- Listen, learn, and respect the opinions and feelings of others; be humble and realize that it's OK for your opinion to change

- Discuss disagreements openly – be active, not passive; don't pretend to agree with something if you don't; your ideas matter

- Keep focused – avoid tangents, respect the time that others are committing

- Be prepared - be ready for (and open to) questions; be ready to clearly explain the reasons behind statements, actions and concerns

- Try to find common interests, don't get stuck in inflexible positions or personal conflicts

- Employ a logical and constructive problem-solving process

  1. Use facts and specific examples to clearly identify the issue
  2. Allow assumptions and potential solutions to be openly tested and respectfully questioned, solicit input and ask relevant questions
  3. Work toward a consensus
  4. Ensure the solution is clearly stated and the proper corrective action is set in motion
  5. Be honest and constructive when assessing the success or failure of solutions and the problem-solving process that led to them, strive for continual improvement