

The language of collaboration can turn a conversation around. Edit out the BUT. Say AND instead.

AND

"I'd like to help BUT I am really busy right now."

AND

"I'd say something BUT I don't want to cause a fight."

Extract from the book, Everyone Can Win (2nd edition, 2006). For more info, see our website: www.crnhq.org Conflict Resolution Network PO Box 1016 Chatswood NSW Australia 2057 tel +61 2 9419 8500 To comment: email crn@crnhq.org