



# SCOTLAND FOR EVERYONE

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This document is an annex to our **Event Toolkit**, available here – [bit.ly/VFSToolkit](https://bit.ly/VFSToolkit)

To build consensus around the Scotland we want to become it is important conversations are conducted with respect and understanding of other people's views and opinions.

If, during a conversation, tempers become heated there are a number of ways to deal with it.

Here are a few examples:

**Reframe** the issue by adding a different perspective to what has been said and bring it back to the group for wider discussion.

**Rephrase** the issue with more positive or less antagonistic words.

**Revisit** points of common ground previously discussed in relation to the current issue.

**Clarify or Redirect Negative Wording** to give an individual a chance to clarify a point in a more positive way, i.e. 'Can you describe this in a different way?'

**Ask a Question** to clarify what the individual was trying to express.

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Avoid shutting conversation down if it gets heated. Remind everyone that it's valuable to have different points of views.

Validate the importance of the debate and that you value the person you're debating with. This will reduce defensiveness, keep things issue-focused, and greatly increase the speed with which you get to a mutually agreeable solution.

You may want to use specific sentence like:

I think this is a really important issue that we should explore further. How is everyone else thinking about it...

Thanks for bringing this issue up, it seems like others some of us are uncomfortable about where we are heading. Would anyone like to explain why...

This might have been difficult to talk about. I respect that, would anyone like to share something they've been thinking but not saying...

You are coming at this from a very different perspective, so it's natural that you might see it differently, would you like to explain your perspectives in more detail?

From your perspective, this is about...What is it for the rest of the group?

What you want us to factor into the plan is... It seems like not everyone else feels the same way. That might be because...

What I heard you say is...Is that accurate?

Now let's make sure we're understanding everyone else's perspective and maybe find common ground.

We seem to agree on...but are having some difficulty with agreeing on....

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Please let us know how you got on using the toolkit and this annex.

Email us [info@voicesforscotland.scot](mailto:info@voicesforscotland.scot)