Communication that Connects

This is statement is taken from the Systems and Cultures Circle and you might find useful if it seems like a chat you are in is getting a bit tense.

It can be used by anyone who feels that the tone and language in an online chat needs to be de-escalated to allow everyone to feel they can use the space safely. It’s fine to change the statement to suit the situation but please keep the sense of using communication that connects.

> “Hey everyone, Thanks to all of you who’ve been part of the chat — especially those trying to work things out and find ways forward. It’s clear people really care, and that matters.
>
> Differences of opinion are opportunities for growth. At the same time, it also feels like things are getting a bit tense, which totally makes sense because all of this is really important. Just wondering if we can all try to keep things as kind and constructive as possible in group and individual chats? Even when we’re frustrated or hurt, using language that helps us stay connected can really make a difference.
>
> It feels like some attention needs to be given to what's happening here, so if something’s bothering you, maybe think about chatting to the person directly, asking this group for support or going to Systems and Cultures for guidance — this would help keep this space feeling safe for everyone.
>
> We’re all figuring this out together. Let's remember our commitment to how to work together in the Ways of Working document.
>
> Thanks for being here and being part of it all.

For more info see Ways of Working.