

AUTHENTIC RELATIONAL CONVERSATION GUIDE



WELCOME!

You are on the frontlines of doing something different and revolutionary in this country, and we are grateful for your investment! This campaign will work very differently from others you may have been involved with. Together, we will engage with people who hold oppositional views, and for a variety of reasons, are vulnerable to misinformation and disinformation, and are commonly susceptible to or sympathetic with extremist authoritarian movements.

We are reaching out to have meaningful, non-judgmental conversations at a scale that has never been attempted. We start from a place of learning and discovery, move to a place of deeper discovery, and then shift to strategic interventions in partnership with prominent movements and localized organizations on the ground.

This campaign depends on authentic relational conversations with people - conversations that follow the thread of what people are interested in talking about and willing to reveal. Thus, there is no fixed script. Beyond the initial text that asks what they think is dividing the country, these conversations depend entirely on your commitment to engaging and expanding our learning.

This portion of our work is not designed to persuade people or change their views and opinions, and it is not designed to move people to action. We should not be trying to promote a certain view with information or specific reasoning, and we must not shame anyone in any way. Instead, we will listen to learn about what people think, and to better understand why they do.

These conversations might be difficult, especially as we engage further with people to keep them talking. If you need help, suggestions, or encouragement, please reach out in the [#united-vision-texting](#) channel on Slack. There is an amazing team of people there to support you!

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This guide is your **go-to** resource to help you navigate conversations with the United Vision Project. We recommend that you bookmark this document in your browser for easy reference, and to have it open in a separate window on your computer while you are texting on Spoke. There is a lot of important information to take in from this document, and we greatly appreciate you for taking the time to read through it to best prepare yourself.

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SOME FUNDAMENTALS

The Initial Question

Hi {firstName}, this is {texterFirstName}, a real volunteer with the United Vision Project (reply stop to opt out). Our country may be more divided than it's ever been, and we're interested in understanding why. I'd appreciate your thoughts on this - what do you think are the main things dividing us?

ARC & ARO

ARC

Authentic
Relational
Conversations

The practice of engaging in empathetic conversation with people from different viewpoints to heal divides and build community.

ARO

Authentic
Relational
Organizing

The approach of developing and utilizing authentic relationships to bring about change and create an inclusive democracy.

ECHO CHAMBERS

What is an echo chamber?

- Talking **about** groups of people rather than talking **to** them
- Only see and hear content from those whose opinions align with ours
- Affirmation from echo chambers causes people to become more extreme in views and values
- Absent of sources that allow for balanced examination of viewpoints, outlets further reinforce and amplify division

How do we solve the problem created by our echo chambers?

- We can't change what we don't understand
- We have to pierce echo chambers with outside information to create any change
- Understanding begins with listening
- Studies have shown that fighting with someone can actually have the opposite effect and further entrench someone in their view
- Break the barrier of isolation furthered by the pandemic

GOALS OF A CONVERSATION

- Open up a channel for dialogue
 - We aren't changing minds, but we are doing the first foundational step of opening a line of communication
 - Systemic change requires some people to understand both sides
- Make people feel heard
 - Truly listen and connect
 - This is not a tactic, it is rooted in authenticity
- Keep tone pleasant and friendly
 - De-escalate when appropriate
 - Remember that the people responding don't know you and will not always assume the best of you

TONE

Because we are texting, a lot of intended tone is lost. This is why we want to be as intentional as possible.

How to check our tone:

- Ask yourself: what tone would I say this with in person?
- Say it aloud without any tone and see if it could be read or interpreted differently.
- Don't make tonal assumptions about what you say or how you are reading their responses.
- This is a great skill to practice to help develop clear communication in all situations.

GROUNDING IN THE HUMAN ELEMENT

Remember

- Everyone is naturally trying to change everyone else's mind
- Everyone thinks they are right
- Everyone thinks they are a good person
- Everyone wants to be understood and loved

Examples of Humanizing Questions

- What might this person want (in life, in the country, in the world)?
- What are their core values?
- What do THEY think YOU want?
- What do THEY think YOUR core values are?
- Who do they trust for news, opinions, and commentary?
- Where are they finding community?
- What is their vocabulary or preferred language?
- What are their worries and fears?

UNDERSTANDING DOES NOT MEAN AGREEMENT

- Know and honor your limits
- For neutral subjects, all viewpoints can be given equal weight
- Hatred and bigotry do not deserve the same credence
- You do not have to agree with someone's opinion to listen to it
- We respect that we are all human and deserve dignity
- Get to the "why" and heart of hurtful opinions
 - Don't assume you understand the motivators
 - Thoughts may be driven by misinformation, fear, conditioning, or any combination of history

- We are not fixed beings, and we should all be afforded the opportunity to grow and change

WHAT IS LISTENING?

- Listening is active and participatory and aims to absorb meaning. Comparatively, hearing merely takes in words.
- We think much faster than we listen, so we are often filling in those gaps with our own words, views, and judgements.
- Less than 2% of the population has training in listening, yet it is a top business skill according to Forbes.

HANDLING OPPOSITION

Some of the ways we typically handle opposing views are to:

Argue - fight with the person in attempt to win or devalue the opposing opinion

Avoid - ignore or actively stay away from the topic or the person as a whole

Accommodate - compromise between the two oppositional points until no one is happy

LISTENING CHALLENGES

Listen to Hear - do you listen just to hear rather than to understand?

Interrupting - do you interrupt people when they are speaking?

Rehearsing - are you rehearsing what you are going to say as someone else speaks?

Mismatching Tone - do you respond with an emotional tone that doesn't sync with what the speaker said?

Parallel Talk - do you use someone else's stories as a segue to yours without engaging first?

BUILDING RAPPORT

Find common ground - Move slowly or tip-toe at the start to find what triggers need to be avoided. Let them lay the groundwork for what they share

Don't focus on differences - At the start, make sure you are not focusing on how you are different, and instead on shared humanity or a neutral topic

Focus on a value-based end goal - Although you may have different tactics, you both may want the same end goal based in your values

Example: You support universal healthcare and they do not. Connect in the value that at the end of the day, you both want all people to be healthy.

Listen - Rapport is easier to build while listening rather than speaking!

Approach every conversation with these 3 things:

- **Curiosity** - Be truly open to learn from this person. Model yourself like a toddler, questioning everything as if everything is an opportunity for growth.
- **Humility** - Treat others with respect, giving them the space to express their thoughts and opinions without fear of being condemned or thought foolish.
- **Empathy** - Try to understand how the person is feeling and why they might feel that way.

DEVELOPING OUR LISTENING SKILLS

Ask Better Questions

- Open questions invite others to tell a story in response
- Open questions gain new insights.
- Open questions usually begin with who, what, how, where, or when.
- If you think you know how the person will respond, you are not asking the right question.

Preferred Language

- Inject as little “personal language” as possible.
- Remember that what one word means to you might not be the same for them.
- A person’s word choice gives a lot of insight into their feelings on a subject, what motivates them, and their values.
- Try to avoid using terms on the opposite side of the scale of perceived respect. Instead, use neutral terms when encountering language at one side of the scale.

Mirror Language

- Mirroring their words after exploring their understanding of the meaning is a great way to build rapport.
 - This isn’t a simple trick or manipulation, and you don’t want to mirror words without understanding.
- First step is to make sure you are on the same page with their meaning. Get to the meaning through open ended questions.
 - *Example: When you say inflation, how do you experience that in your daily life or how do you see that in your community?*
- Once you both understand their shared meaning, you can use that language in affirming a shared value.
 - *Example: I can definitely see how inflation is making it harder for people to feel secure.*

Minimal Encouragers

Acknowledge someone's statement

- I See
- Wow
- That sounds tough
- I'm sorry to hear that
- I hear what you're saying
- I'm not sure I understand, can you explain?

Avoid saying "I understand" - we can't always fully grasp the complexities of someone's thoughts.

Emotion Labeling

- Use emotion labeling to de-escalate when necessary
- If a person seems aggravated, try to identify and label their emotions
 - *Example: It seems like this issue makes you {frustrated, sad, angry, annoyed}.*
- Allow space for person to correct the emotion they are feeling
 - *Example: I'm not frustrated, I'm sad.*
- Respond with understanding
 - *Example: Okay, thank you for clarifying for me. I can see how this issue can bring about that feeling.*
- Don't move forward until the emotional charge is lowered.
- If you find yourself emotionally charged, take a second to step away. Time helps lower the charge of an emotion.

Paraphrasing and Summarizing

Paraphrasing - extract the meaning and repeat it back, asking for confirmation.

- If someone is being aggressive or vulgar, soften and rephrase by repeating back to clarify without the charged language.
- This is a chance to show the person that you are listening while also demonstrating how to be less explosive.

Summarizing - capture the main ideas and most prevalent emotion.

- Only use toward end of conversation to sum up long conversation and see if you missed any areas of potential elaboration
- Use sparingly and only after showing understanding with long exchanges

Avoid the Straw Man

Straw man - a misrepresentation that is easier to defeat than the real opinion

Don't misrepresent a person's views - check in with them to make sure you are understanding and don't fill in your own gaps without their input

Don't let a person misrepresent your views - take time to correct your view before moving on.

THE 3 C'S OF SELF-CARE

Community

- Chat with a family member or friend.
- Reach out on Slack! Start a discussion with our incredible community of fellow texters, or ask for help from members of our moderator team that are ready to answer questions and provide support.

Center

- Re-center around foundational elements and remember to ask questions that help humanize the other person.
- Imagine what your opinions and biases might sound like to them.
- Re-center in your growth and what you gain from talking to people with different experiences.
- Keep something close that reminds you why you do this work!

Calm

- Take a break and step away for a bit.
- Try a calming activity like taking a walk or reading a book.
- Keep a list handy of different activities - try something new! Ask other texters what they're doing when they need to calm down themselves.

TO SUM IT UP

- **This is the art of listening** - not just hearing, but truly and actively listening. Even when we don't agree, there is a lot to learn about people, their experiences, and their motivations.
- **Engage in deep listening, without confronting or endorsing.**
- Refrain from responding with emotion or anger. Be sure to thank each person for taking the time to have this conversation with you, and express your appreciation that they discussed these issues honestly.
- Go beyond your own understanding and **look at the world from another's point of view.**
- Avoid leading questions - these are questions that might make people feel defensive, and often limit the options for someone to answer with.
- If the person asks about your own beliefs, you should be honest but always explain that you are trying to learn about other points of view.
- If the person asks to continue the conversation with you personally, clearly state that as a volunteer you are not permitted to engage in other exchanges while thanking them for their interest in continuing the conversation.
- The purpose of this project is **not** to persuade someone to change their mind.
- You will engage in conversations on a wide variety of topics, many of which you will not be fully versed on. In order to help you navigate and explore with more depth, we have developed **[SUGGESTED RESPONSES](#)** with the expertise of our partners and utilizing principles of active listening to create an authentic relational conversation experience.

ENGAGING & NAVIGATING CONVERSATIONS

As your conversation evolves, you will gain insights into the specific opinions of each contact, informed by their life experiences, communities, and the places they take in news and other information. These exchanges will provide you with insights about where to direct the conversation.

SUGGESTED RESPONSES

It's important that we meet people where they are before trying to extract information from them. These response suggestions have been designed with the expertise of our partners and utilizing principles of deep listening to help you engage in authentic relational conversations and explore particular topics and beliefs that arise from your exchanges.

Remember that you are **not** trying to persuade anyone to change their mind, so we must engage with **curiosity** and **empathy**. Provided in each section below are possible questions, follow-ups, and phrases that will help you shape and direct conversations to learn more about their views. Most can be used as-is, but feel free to adjust them to fit the tone and tenor of the conversation. You may even use them as the foundation for other questions you ask that aren't listed here. Ultimately, we want the conversation to feel authentic!

SUGGESTED RESPONSES FOR NAVIGATING A CONVERSATION

To help explore particular topics and beliefs.

1. Okay, I think I hear you saying [summarize your comprehension back]. Can you tell me what else is important to you about that?
2. Got it. How did you come to that understanding/view/perspective...?
3. Was there a particular experience you had that helped form your thinking around...?
4. I hear what you are saying. Do you know someone who has experienced...?
5. Okay, and can you tell me why/more about that?
6. I hear you. Can you share with me why that's important to you?
7. I hear you! What do you think we can do better?
8. Can you imagine any circumstance that might make you think about this differently?

9. I hear what you are saying. (Not the same as agreeing)
10. How do you see yourself helping others?
11. Why do you think you identify with that?

SUGGESTED RESPONSES FOR DIVISION CONVERSATIONS

To help address root causes of our division.

1. Are there issues people talk about that cause you to turn off and stop listening?
2. Are there particular issues you think contribute to our division?
3. What do you think would help us have more respectful and constructive conversations?
4. How do you think we should handle tough conversations where we disagree?
5. What do you think gets in the way of having real conversations where everyone's opinion is respected?
6. Do you have people that you care about where political divides have hurt your ability to communicate or continue those relationships?
 - a. I don't know anyone who hasn't. I'd love to hear more about that experience and what you think we can do to bridge our divides.
7. What do you think could help us find common ground together?
8. Do you think our differences are what's dividing us or is it our inability to recognize, accept and celebrate our differences?

SUGGESTED RESPONSES FOR DIGGING DEEPER IN RESPONSES

To help reveal other motivators that provide insight

1. Are there people who you believe are FOR YOU? What are they doing that signals that to you?
2. Where those who are against you are concerned, how do you know that they are against you? How did you come to believe that? Did someone tell you that?
3. What or who are you for? How do you demonstrate that?
4. What brings you a sense of community? How does that show up for you?
5. Do you think most people are basically good? Why/Why not?
6. What are the things that reassure you that you are a good person?

7. Can you tell me more about why those moments/experiences made this important to you?
8. When did you first learn about or become aware of [this issue]? What was that like? How was it presented to you? Who presented it to you? Could you tell me more about what that person means to you?
9. How have your opinions or thinking changed over time?
10. I'd love to learn from you what has helped you feel sure of your beliefs, feelings and opinions about [this issue].
11. Has there ever been a time when you changed your mind about something really important? What caused you to change your mind?
12. How do your current beliefs serve you?
 - a. What might you lose if you change your beliefs?
 - b. Are there any costs to you for maintaining your current beliefs?

SUGGESTED RESPONSES FOR PIVOTING A CONVERSATION

To help reveal other issues that may cross divides

1. Thank you for sharing that. Are you also concerned about [pick a related topic from another group in our guide]?
2. What personally hurts you, your family, or your community?
3. I hear you! What do you think we can do to solve that problem?
4. Understood. I'm wondering if you or your family are facing any personal struggles right now? And if so, what do you think is the root cause?
5. Do you feel your community has your back on this issue? Where do you go to find people who "get it"?
6. Would you say your community is coming together over this issue? Can you give me an example of how?
7. Is there a particular group of people you see as the source of our division?
8. What do you think poses the greatest danger to our democracy?
9. Are there issues people talk about that cause you to turn off and stop listening?
10. Compared to the average person, do you think it's been easier or harder for you to make your way in the world? And why do you feel that way?
11. Does any part of the government work well in your opinion?
12. What services from the federal government matter most to you?
13. What would you say are the best things about living in the United States?

14. Are there any things you think are preventing us from fulfilling the promise of America?

SUGGESTED RESPONSES FOR ENDING A CONVERSATION

To help end the conversation.

1. Thank you for taking the time to have this conversation with me. I really appreciate it!
2. I really appreciate that you took the time to discuss this honestly with me. Have a good rest of your day!
3. Your opinions are very much appreciated and valued. Thank you!
4. It's so important that we really talk and listen to each other, so thank you so much for your time! Have a good rest of your day!
5. Understood. Have a good rest of your day! *Use this only when a person gets hostile.*

SUGGESTED RESPONSES FOR SPECIFIC TOPICS

When you are discussing a particular topic and need some help, look here for ideas about how to respond. You are encouraged to adjust these in order to make them your own and better fit to the context of the conversation and be authentic.

Try not to ask any leading questions or try to convince or persuade, but learn from each experience regardless of the direction and how well you are able to listen and engage. It takes practice, but keep in mind we can only develop our skills with practice that comes with each new conversation. The goal is to listen and learn so that one day we may work together and shift the thinking and beliefs needed to transform the country. These responses are designed to use open-ended inquiry that allow people to speak to their experience so we can really uncover, discover, and learn in order to build a pro-democracy movement that serves us all.

In order to help organize our thoughts about the various topics that will be discussed, we have grouped them into three main types and subcategories for related topics.

WHAT ARE ISSUE TOPICS?

ISSUE TOPICS are the focus of what people are talking about in response to our initial prompt and continued discussions. As you navigate these conversations, our goal is for contacts to expand on their views and beliefs underlying these areas with stories of their experiences and how they came to form them. Generally we categorize issue topics into:

1. **BIAS AGAINST A GROUP:** These topics are related to biases people hold against racial groups, ethnicities, genders, etc.
2. **CONSPIRACY AND DISINFORMATION:** These topics are related to expressions of belief in certain conspiracy theories or a reliance on disinformation, such as QAnon, that the election was stolen, that COVID is a hoax, etc.
3. **GREATEST THREATS:** These topics are related to what people believe are the greatest threats right now such as socialism, government, the Democrats, etc.

4. **RIGHTS AT RISK:** These topics are related to which rights people may feel they are at risk of losing, such as freedom of speech, gun rights, etc.
5. **PAIN POINTS (WHAT HURTS, BASE-LEVEL MOTIVATORS):** These topics are related to the person's source of what hurts. They allow us to identify what really gets to the heart of the self-interests that are informing their views and driving their behavior.

ISSUE TOPICS - SUGGESTED RESPONSES

[BIAS AGAINST A GROUP](#)

[CONSPIRACY AND DISINFORMATION](#)

[GREATEST THREATS](#)

[RIGHTS AT RISK](#)

[PAIN POINTS \(WHAT HURTS / BASE-LEVEL MOTIVATORS\)](#)

WHAT ARE SOURCE TOPICS?

SOURCE TOPICS are related to where people get information, how these sources influence their beliefs and views, trace sources of misinformation and disinformation, and develop strategic interventions based on what they share. If you can, ask contacts for specific source recommendations including links to articles, videos, etc. that they are referencing.

Be careful to only discuss these when it seems relevant to the conversation. Consider waiting until you've established some rapport with the contact so the conversation doesn't feel interrogative or transactional. Generally we categorize source topics into:

1. **MEDIA, NEWS, AND DATA SOURCES OF INFORMATION:** These topics are related to the media, news, and data sources that a person trusts. They can include mainstream media outlets, social media and specific personalities, specific websites, and even government agencies.
2. **SOCIAL GROUPS:** These topics are related to the impact of personal social networks and social norms on a person's belief system.

SOURCE TOPICS - SUGGESTED RESPONSES

[MEDIA & OTHER SOURCES OF INFORMATION](#)

[SOCIAL GROUPS](#)

WHAT ARE IDENTITY TOPICS?

IDENTITY TOPICS provide insight to how a person identifies, their political beliefs, and what groups and associations reinforce their thinking and help them make meaning of the world. The information contacts share about themselves and their community can improve and strengthen our ability to reach people where they are for future conversations.

Our goal is **NOT** to ask someone directly about their identity. Based on your conversation, if it seems right to ask more about them or the groups they associate with, go for it. We don't want to create a sense of interrogation about labels for a person, and should only engage if initiated by the contact. Often a reply from a contact like the below will give you context for further discussion.

- > *I'm ##-year old, so I've experienced...*
- > *As a person of [race, gender, religion, vet, LEO] background...*
- > *I consider myself a [poor, working class, middle class] and...*

Though not always appropriate or necessary, it may also help to connect through your own identity. An example response might look like:

I identify as a [identity], and I am doing this outreach because I [am worried about division, other]. I don't know your story, but I'd love to learn more.

Generally we categorize identity topics into:

1. **POLITICAL IDENTITY:** These topics are related to the political identities that a person belongs to such as their Party affiliation, political organizations, community groups, or extremist groups, etc.
2. **INDIVIDUAL IDENTITY:** These topics are related to socio-economic identities such as age, religion, etc.
3. **ASSOCIATIONS:** These topics are related to any associations people have with others that they mention informs their identity such as military or law enforcement experience, religious groups, etc.

IDENTITY TOPICS - SUGGESTED RESPONSES

[POLITICAL IDENTITY](#)

[INDIVIDUAL IDENTITY](#)

[ASSOCIATIONS](#)

ISSUE TOPICS - SUGGESTED RESPONSES

BIAS AGAINST A GROUP TOPICS

1. I see. Are there any advantages you think you've experienced based on your [race/identity/gender]?
2. I'm curious, when you think about America do you feel that your race is fairly represented?
3. I'm curious, are there times when you've felt like you've been at a disadvantage because of your race or gender? What did that look like? What did that cost you?
4. Did that experience help shape your beliefs around [race/gender]?
5. I see. Are there any advantages you think [insert bias group] have experienced advantages based on their race/gender/sexual orientation/religion?
6. How did you come to your beliefs about ...[Black, Latinx, Asian, Indigenous, Women, LBGTQIA+, Jewish, Muslim, Atheist/Agnostic, Other...People]?
7. Was there a personal experience that helped shape your views?
8. What do you think makes this group different from other people in the country?
9. Do you think laws and institutions treat this group differently than you're treated? And if so, why do you think that is?
10. Do you think that [Black, Latinx, Asian, Indigenous, Women, LBGTQIA+ , Religious Groups ...People] have greater advantages?
11. Do you believe there really is a glass ceiling for this group?
12. Is there anything else you can share with me to help me better understand?
13. Have you or anyone you know experienced discrimination or violence because of their race or where they were born?
14. Have you or anyone you know experienced discrimination or violence because of their religion?

BIAS AGAINST IMMIGRANTS / REFUGEES

1. Are you descended from family members who immigrated to this country? Do you know their story?

2. Do you think that the US should provide refuge to those fleeing violence or persecution in their home countries?
3. Have you ever made the decision to move to improve the quality of life of yourself or your family?
4. How do you feel about the detention centers and the children who have been separated from their families?
5. Do you think detention centers should be allowed to operate as private, for profit industries?

BIAS AGAINST INDIGENOUS PEOPLE

1. Do you have a sense of place that grounds you or gives you a sense of belonging? Where is that and what about that place feels like home for you?

BIAS AGAINST LGBTQIA+

1. How did you first come to your views about gender identities? Do you remember deciding what gender you related to most?
2. Do you think the government should be involved in private or intimate relationships?
3. Do you think that people should be able to be denied housing or fired based on their sexual orientation and/or identity?

BIAS AGAINST WOMEN

1. How did you develop your beliefs about women?
2. Do you think women and men should be treated equally? Why/Why not?
3. Women earn less for their work compared to men. Do you think that is unfair?
4. Are you concerned about sexual assault and violence against women?
5. Do you think that sexual harassment of women is a problem? Why/Why not?
 - a. What do you think should be done about that?

CONSPIRACY AND DISINFORMATION TOPICS

1. Would you say that people choose news sources that already reflect their views? I remember a time when... [we could trust our news sources to provide news, at least more than today] Can you tell me why these are the sources you trust? I would really appreciate it.
2. Are you a fan of memes? What role would you say they play in influencing your view of what's going on in the world?
3. I want to learn from you, what do you like about [said News Source]?
4. Is there anything else you can share with me to help me better understand?

CANCEL CULTURE / POLITICAL CORRECTNESS / WOKENESS

1. What do you mean by cancel culture?
2. Who do you think is being canceled? How do you see that happening? Why?
3. Why do you think there is an emphasis on other marginalized communities?
 - a. Why do you think that is?
 - b. Is there a reason that feels threatening?
4. Do you have examples of how you or people you care about have felt dismissed?
 - a. How did that feel?
 - b. Why was it wrong?

RACISM DOESN'T EXIST OR DISCRIMINATION TOWARD WHITE PEOPLE

1. I'm curious, are you saying racism doesn't exist or are you saying that you don't experience racism?
2. Do you think that our experiences can be different based on our racial identities?
3. Are you saying that you think all people are treated the same regardless of their race?
4. Have you ever experienced advantages or disadvantages based on your racial identity?

STOLEN ELECTION

1. Are you concerned that investigations have revealed that seven states provided falsified legal documents to change the outcome of the presidential election?
2. Despite what candidates we may support, do you think that the will of the voters should determine the outcome of elections?
3. Do you think Congress should extend federal protections to ensure free and fair elections?
4. Can you say more about why you think the election was stolen?
5. Can you say more about how you believe the election was stolen?
6. Do you think doubts about the 2020 election results undermine faith in our democracy or in our country?
7. Do you believe reports that Russia tried to interfere with our elections?
8. Do you think that widespread disinformation is a problem for our democracy?

GREATEST THREATS TOPICS

1. I'd love to learn more about why this is your greatest concern. Are there ways that [issue] shows up for you? Has [that experience] presented challenges or hardships for you, your family or your community?
2. Can you tell me more about what you think is at risk for you if... [expand voter rights, expand civil liberties, etc.]
3. How would expanded civil rights negatively impact you?
4. Are you worried about making voting more accessible? Why?
5. Are you worried about America becoming more ethnically diverse? Why?
6. Do you think that everyone should start out with the same opportunities to get ahead?
7. Is there anything else you can share with me to help me better understand?
8. Are there particular issues you think contribute to our polarization?
9. What do you think would help us have more respectful and constructive conversations?
10. How do you think we should handle tough conversations where we disagree?
11. What do you think gets in the way of having real conversations where everyone's opinion is respected?

12. What do you think would help us find common ground together?
13. Can you say more about why you think [insert] is a threat?

BIASED OR LIBERAL MEDIA SUGGESTED RESPONSES

1. I wonder if you're concerned that US media is dominated by 6 big media companies and the influence they have to advance their own agendas?
 - a. **Potential Reply from Contact:** Who are the 6 companies?
 - i. **Comcast** (NASDAQ:CMCSA)
 - ii. **Walt Disney** (NYSE:DIS)
 - iii. **AT&T** (NYSE:T)
 - iv. **ViacomCBS** (NASDAQ:VIAC)
 - v. **Sony** (NYSE:SNE)
 - vi. **Fox** (NASDAQ:FOXA) (NASDAQ:FOX)
2. Do you think the federal government should require media outlets to verify the information they broadcast to earn a classification of news versus entertainment?
3. Do you think the media has changed over the years to influence what we think versus offering information so citizens can make up our own minds?
4. Do you think that liberal and conservative media are equally trying to advance an agenda rather than providing unbiased reporting?
 - a. How would you characterize liberal media versus conservative media?
5. Are there any examples conservative or liberal talking points that you could share with me?
6. Do you think that the expansion of social media is having an impact on how we relate to one another?
 - a. Do you have any examples of how you are seeing that?

BIG CORPORATIONS

1. Are you concerned about the expanding influence of wealthy corporations and their lobbyists over our representatives and branches of government?
2. I wonder if you think that big corporations who rely on publicly funded infrastructure should pay more to cover those costs?

3. Do you think Big Corporations are being subsidized by taxpayers?
4. Do you prefer to shop from websites like Amazon or do you prefer to support local businesses?
5. What role do you think big tech plays in politics today?
6. What do you think of Facebook and Twitter and the way they affect politics today?

BIG GOVERNMENT

1. I'm not sure I understand. Are you saying that you are dissatisfied about how our systems and institutions are working for you? Or are you saying that you think that democracy is the problem?
2. When you say [liberal, conservative] can you explain what you mean?
3. I hear you. What do you think is needed to improve government? What's the single, most important thing?
4. Where do you think our system has broken down?
5. I hear what you're saying. Are there any government programs that you think work well?
6. I hear what you're saying. Are there any government programs that you would eliminate or improve?
7. Do you think that if we just had the right dynamic leader real changes could happen? Do you think that would be a better way to govern rather than trying to work through Congress?

COVID IS A HOAX OR ANTI-VACCINE

1. Can I ask, have you received an initial, secondary and/or booster shot yourself?
2. As variants of the virus continue to emerge and we grapple with how to get back to normal, are there sources of information that you trust to inform your decisions?
3. As more and more Americans become infected, most of us know family and friends who have been impacted by the virus. Are there personal experiences that have shaped your views or changed them?
4. Thanks to vaccination efforts, many highly contagious diseases that were once common, such as measles, mumps, whooping cough and chickenpox, are now rare, while polio and smallpox have been eradicated in the U.S. Do you think that regardless of hesitancy, if everyone were vaccinated, we could end the pandemic?

CLIMATE CHANGE LEGISLATION

1. How did this issue become important to you?
2. What reassures you that climate change isn't something we need to worry about?
3. Do you think that corporations and industries, the largest polluters, will ultimately do the right thing to protect our communities? If yes, what has led you to trust in that?

CRITICAL RACE THEORY (CRT)

1. There is a lot of confusion over what Critical Race Theory is, can you tell me what you think it refers to?
2. Do you think it's important to always tell the truth even if it's difficult?
3. Would you say you've learned more from your failures or successes?
 - a. Is there a specific moment that comes to mind that you could share?
4. I'm curious, are there certain books that you read as a child or an adult that allowed you to see a different perspective and shaped your thinking?
5. There is a concentrated effort to ban hundreds of books in schools across the country, what do you think about that?
 - a. Why do you think certain books should be banned, what would be your criteria?
 - b. Do you think that banning books will preclude students from reading them or do you think it will actually cause them to seek them out?
6. Do you think that all people should be included in the teaching of history, or should some identities be excluded? Why/Why not?
7. Do you think native history, colonization, slavery, women's rights, civil rights, world wars and other pivotal moments should be included in studies of history?
 - a. Why should [that] be included/excluded?
8. I'm curious, when you look at how America is portrayed through mainstream media, movies, television and the stories that we tell, is

- your identity well represented? What does that tell you about yourself and what you are capable of?
9. I'm curious, when you were learning about US history, was your identity well represented? What did that tell you about yourself and what you could do or accomplish?
 - a. Do you think that kind of representation matters?
 - b. Why/Why Not?
 10. Free public education is one of the fundamental tenets of our government. Do you think that political efforts to restrict and determine curriculums could transform our schools into vehicles to advance political agendas?
 11. Do you think that educators or politicians should be determining school curriculums?
 12. Do you worry that politicizing our public schools will cause those with the means to choose private options instead could lead to more inequality in our education system?

COMMUNISM

1. When you say Communism, can you explain what you mean?
2. Is there anything else you can share with me to help me better understand?
3. I'm curious, do you think America is at risk of becoming a communist country? What signals that to you?
4. Do you have experience living in a communist country? Or is your concern born out of something else?
 - a. What are those other concerns?
5. What are the parallels you are seeing between the US and communist countries? Are there any specific things that are concerning you?
6. Communist governments restrict citizens' ability to make decisions. Are you concerned that bills have been passed in 19 states restricting voting rights and allowing results to be overturned by those states?
7. A hallmark of many of these countries is to rewrite history to promote a rosy picture devoid of many of the atrocities to promote a nationalist agenda. Are you concerned that half of the US states have introduced

bills to preclude public schools from delivering the full scope of the history of our nation for all its failings and successes?

8. Given your concerns about America becoming a communist country, I wonder if the expanding influence of wealthy corporations and their lobbyists over our representatives and branches of government is alarming to you?
9. Given your concerns about America becoming a communist country, I wonder if you are concerned about how public information is controlled by 6 big media companies and the influence they are having to advance their own agendas?
 - a. **Potential Reply from Contact:** Who are the 6 companies?
 - i. **Comcast** (NASDAQ:CMCSA)
 - ii. **Walt Disney** (NYSE:DIS)
 - iii. **AT&T** (NYSE:T)
 - iv. **ViacomCBS** (NASDAQ:VIAC)
 - v. **Sony** (NYSE:SNE)
 - vi. **Fox** (NASDAQ:FOXA) (NASDAQ:FOX)

SOCIALISM

1. When you say Socialism, can you explain what you mean?
2. Is there anything else you can share with me to help me better understand?
3. The term socialism is often used to stoke American fears. I'm wondering what you think about investments in the public good like our military, free public education, post offices or employee or publicly owned businesses?
4. It often seems that concern about socialism stems from fears about increasing taxes on the working class. I wonder if you think that big corporations who rely on publicly funded infrastructure should pay more to contribute to the public good?
5. I'm curious when you say socialism, do you mean concern over expanding or improving public programs or is it a concern about the ways wealth will be taxed in the US to create them?
6. I wonder if you fundamentally think that we should all start out at the same place- where no one is more advantaged or disadvantaged? Not

that we would all succeed or achieve the same things, just that we would have an equal playing ground? I would love to hear your thoughts.

7. Do you think that some people are more deserving than others?
8. What makes someone more or less deserving?

CRIMINALIZATION OF NON-VIOLENT CRIME

1. Do you think that racism is a problem in our criminal justice system? What do you think we can do about that?
2. Do you think people who have been convicted of drug-related crimes should be incarcerated, or have the opportunity to receive rehab treatment?
3. Do you think people who commit nonviolent crimes, like drug possession, deserve leniency?
4. Do you think people who commit nonviolent crimes, like drug possession, can go on to become productive, contributing members of society?
5. If someone commits a crime and does time in jail for it, should their voting rights be restored after completing their sentence?

DEFUND THE POLICE

1. Have your experiences with law enforcement been largely positive?
 - a. Do you think that experience is different for people of different identities?
 - b. How so?
2. Do you think there are ways we could improve policing?
 - a. What would you recommend?

DECLINE OF RELIGION

1. I understand how important your religion is to you. Can you say what you mean by Christian values?
2. Which specific values are most important to you?
3. How does your faith affect your political views?
4. Do you think the government should play any role in legislating moral issues?
5. Do you think religious freedom extends to businesses?
6. Have you studied religions other than your own?

7. How does your faith affect your view of your fellow Americans?
8. Does your faith sometimes conflict with politics or politicians you support? Can you give an example?
9. Do you feel marginalized because of your faith or your religious views? What do you think is contributing to this?
10. How do you think we could bridge the gap between morals and politics?
11. Do you believe in religious freedom? Do you think every religion should be valued the same under the laws?
12. What do you think it would take for us to come together on our shared values and having each other's best interests in mind?
13. Do you think it is okay for people to have different standards when it comes to morality?
14. Is there anything else you can share with me to help me better understand?

DEFICIT

1. Do you oppose all government spending or just certain programs?
2. Do you think that any programs that the government funds are important??
3. Are there situations when government spending is okay, and if so, what are they [Covid Testing and Vaccines, Disaster Relief, Public Education, etc.]

INFLATION OR RISING COSTS

1. What do you blame for rising costs? Why do you think that?
2. With many businesses closing and supply chains slowed, do you think ending the pandemic is critical to driving down inflation and consumer costs?
3. Are there particular goods or services that have become too expensive or out of reach for you?
4. Do you think that rising wages and an increase in the federal minimum wage would help stimulate our economy and drive down prices?
5. Was the federal stimulus money important for you and your family? If so, how?
6. How have your spending priorities changed during the pandemic or amidst rising costs?

7. Do you think investments in American manufacturing could play an important role in driving down costs and reliance on imported products?

DEMOCRATS OR LIBERALS OR PROGRESSIVES

1. Do you have any relatives or friends who are Democrats?
2. When you say Democrats, do you mean [the party, or progressives or liberals and do you think there are differences between those groups]?
3. Can you tell me more about why Democrats are to blame?
4. What are the Democratic policies you think are the biggest threats to you, your family, community, state or nation?
5. When you say Democrats and their policies are to blame, can you help me better understand which policies you are most concerned about?
6. What are your biggest concerns about [Biden, Pelosi, Others Mentioned]?
7. Are there things that you hope for under [this administration] from this Congress?
8. Are there specific policies that [Biden, Pelosi, Others Mentioned] supports that you don't?
9. What about [Democrats/Liberals/Progressives] doesn't speak to you, your values, beliefs and interests?
10. Have you always felt that way or have your beliefs changed over the years?
 - a. What caused your beliefs to shift?
11. Are there specific parts of their platform that are most troubling to you?

EXPANDED CIVIL RIGHTS OR EXPANDED VOTER RIGHTS

1. Can you tell me more about what you think is at risk for you if...[expand voter rights, expand civil liberties, etc.]
2. How would expanded civil rights negatively impact you?
3. Are you concerned that bills have been passed in 19 states restricting voting rights and allowing results to be overturned by those states? And/or that no federal protections have been extended to ensure free and fair elections?
4. Are you worried about making voting more accessible? Why?
5. Are you worried about America becoming more ethnically diverse? Why?

FOREIGN AID

1. Do you think the US is still seen as a leading power in the world?"
2. Do you think aid to foreign countries benefits America? Can you help me understand why you feel that way?
3. Do you think America should help other countries in need? How did you come to your thinking on that?

FOREIGN GOVERNMENTS

1. Do you sometimes feel that another country is handling a particular issue better than we are? What things might be working better in the US?
2. Are you concerned about foreign interference in US elections?
3. America was once a shining example of the great experiment of democracy, but over the past five years our international ranking has fallen drastically, placing us at the bottom of promising democracies. Do you think that Russia and other autocracies are exacting influence to undermine our democracy?
4. Are you concerned about the rise of authoritarian regimes and the subsequent decline of democracies around the world?
5. Do you think that the US plays an important role in upholding democracies?
6. Would you characterize yourself as being pro-democracy?
7. Do you think American democracy is inevitable or do you think something like what is happening in Europe could happen here? Why or Why not?
8. Are you worried about Russia invading Ukraine and other countries to expand their territory and authoritarian influence across the world? Why or Why not?
9. What are your views of Vladimir Putin? What informs your beliefs?
10. Do you see this emerging war as a fight between autocracy and democracy? Why or Why not?
11. What do you think about how Ukrainians are fighting to save their democracy?

THE GOVERNMENT (US FEDERAL, STATE, OR LOCAL)

1. I'm curious, when you say government is the problem, are you saying you are dissatisfied with policies or the system itself?

2. I hear you saying that you think democracy is the problem. What would you replace our system with that would better serve you?
3. What would you change about the way the government works today?
4. What makes a person a patriot? Would you describe yourself as one?
5. Does any part of the government work well in your opinion?
6. What services from the federal government matter most to you?
7. What government services do you think you could do without?
8. Do you think your elected representatives have your best interests in mind?
9. Was there a certain vision of America that you were raised with? Are your feelings different today?
10. Is there anything that could restore your faith or trust in government?
11. When you think about the government, do you think democracy is still the best system?
12. What do you distrust most about the government?
13. Do you think some politicians care about us more than others?
14. Are you concerned about corporate influence over politicians?
 - a. What do you think we can do to fix that?
15. Do you think that citizens should have agency and influence over our systems or are you saying that the principles of democracy no longer serve us well?
16. America's ranking as a democracy has fallen drastically and many forecast the US is sliding toward authoritarian rule. I am curious to know what you think about that prospect.
17. Should the government be spending more or less on public programs and services? When did you first form your ideas about this?
18. What's the most important role of the government in your opinion?
19. If you could change things about the way our country is governed, what would they be?
20. Is there something about the government that's handled badly by both major parties? And could you please say why you think that's the case?

Note: Ask the contact to clarify what level of government they are talking about, then adapt your responses to capture their focus.

CORRUPT POLITICIANS OR GOVERNMENT CORRUPTION

1. Do you think political corruption is more prevalent in one political party? And if so, can you please give me an example?

2. What is the worst example of political corruption that you can think of? And why is this so bad, in your opinion?
3. What's a bigger deal for you -- a politician who influences an election or one who profits materially from his position?
4. Do you think we should have term limits on members of Congress?
5. Do you think that federally appointed and Supreme Court judges should have term limits?
6. Do you mean that politicians are corrupt or that the system itself is corrupt? Do you think there is any way to reverse or change this?

Note: Based on responses please reference suggested responses for [Political Identity](#) and [Associations](#).

IMMIGRATION OR WEAK BORDERS

1. What are your specific concerns about immigration?
2. Do you feel the same way about immigrants coming from all countries?
 - a. What causes you more concern about immigrants coming from (insert response) versus other parts of the world?
3. Are weak borders posing a threat to your community and how so?
4. What would a better immigration system look like to you?
5. Do you see refugees and immigrants as different from one another or the same? Why?
6. Do you know any refugees personally? How?
7. What has your experience been with the refugees you've met?
8. Have you ever made the decision to move to improve the quality of life for you or your family?
9. Are you descended from family members who immigrated to this country? Do you know their story?
10. Do you know any immigrants personally? How so?
11. What has your experience been with immigrants you've met?
12. How do you feel about the detention centers and the children who have been separated from their families?
13. Do you think that immigrants play an important role in our economy through their labor?
 - a. Do you think that immigrant labor is critical to US agriculture?
 - b. Do you think that anyone who works and pays taxes should benefit from the services they fund?
 - c. Why/Why not?

14. Why do you think that people are fleeing their homes to find refuge in the US?
15. How do you feel about the families that have been separated and the 15,000 children who are still being held in detention centers?
16. Are you concerned that immigration detention centers are largely run by for-profit companies? Can you say why?

SOCIAL MOVEMENTS OF THE LEFT

1. How do you think social justice movements are changing our country?
2. Is your view of social justice movements today different than that of past generations?
 - a. Do you think that other social justice movements were important in our history?
 - b. Which moments stand out to you?
3. Do you think social justice movements provide a way for people's voices and concerns to be elevated when congressional and state representation is not serving them?
4. Do you think social justice movements are an important part of living in a democracy?

LOSS OF LOCAL CONTROL OR OUTSIDERS TAKING OVER

1. Do you think it's important that civil rights and liberties should be guaranteed by the federal government so all people have the same rights?
2. Are you concerned that a patchwork of state legislation will create an unequal system of representation across the country if our rights are not guaranteed at the federal level?
3. Do you think the federal government should have supremacy over state and local governments to preserve the union? And how did you come to feel that way?
4. What power would you like to extend to local governments that it doesn't currently have?
5. Do you participate in your local government? If so, how?
 - a. What are the biggest issues that prompt your involvement?

LOSS OF WHITE CULTURE

1. Do you think that any ethnic group should have dominance over the other?

- a. How and why?
 - b. Have you always felt that way or has your thinking changed? How did that happen?
 - c. I would love to discuss this with you and why you think one ethnic group is more deserving than another.
 - d. Is there a time when your identity has disadvantaged you?
2. Are you worried about America becoming more ethnically diverse? Why?
 3. What do you think you will lose as our country becomes more ethnically diverse?
 4. Is there anything else you can share with me to help me better understand?

POLITICAL VIOLENCE OR DOMESTIC TERRORISM

1. Recent polling shows that 1 in 4 Americans now believe that political violence against the government at times can be justified. I wonder what you think?
 - a. What conditions would justify political violence against the government?
2. Are you concerned about growing political violence?
3. How do you distinguish between civil protest and political violence?
4. There are a lot of people who are concerned about increasing political violence. I wonder if you agree that increasing political violence is necessary and imminent?
5. Are you worried about increasing political violence after the attack on the Capitol?
6. Are you concerned that many will look to increasing policing to address political violence?
7. Extremism and violence are on the rise in the US. Does this concern you?
8. Do you think authoritarian extremism will be more or less of a problem in the near future? Why do you think so?
9. Are you more worried about violence from the left or the right?
10. Do you have any first-hand experience with violent extremism?
11. Do you think there is growing mainstream support for extremist political violence? And if so, do any examples come to mind?

12. Do you see a difference between civil protest and political violence?
And if so, do any examples come to mind?
13. What do you think is the greatest risk posed by authoritarian extremism?
14. What do you think is the greatest risk posed by extremism?
15. What should people or the government do to counter white nationalism and violent extremism?
16. How would you define White Nationalism?
17. How would you define white supremacy?

DEPENDENCE ON GOVERNMENT ASSISTANCE OR HOMELESSNESS

1. When you think about people who are struggling economically, what do you think are the factors that have caused that?
2. Do you attribute economic success to personal failings?
 - a. What informs your view?
3. Do you think life circumstances have dictated what you are able to achieve? Why or Why not?
4. Do you think that some people have an advantage over others that present different limits or shape their outcomes?
 - a. Are there any advantages you've had along the way? How did that happen? Do you think it was because of something you did or were you just lucky?
 - b. Are there obstacles you've overcome? How did that happen?
 - c. Do you think that everyone has those same opportunities? I wonder how you think that might have been different for someone else that didn't share your identity?
5. More and more people are working 2-3 jobs trying to make ends meet. What do you think is causing this?
6. Do you think it can be difficult for people to find jobs that allow them to pay all of their bills?
7. Do you think that everyone should start out with the same starting point or do you think that some people should have a greater advantage? Why/Why not?
8. Do you think the economy works for all people or do some benefit more than others?
9. Are you concerned that increasing tax credits and tax payer dollars are benefiting the wealthy? Why or Why not?
 - a. How do you see these investments flowing to your community?

VOTER FRAUD

1. Thanks for talking with me. Just to clarify, do you believe that every eligible citizen should have access to free and fair elections and have their vote counted?
2. Thanks for talking with me. I wonder what causes your concern over voter fraud. How have you seen that happening?
3. Are you concerned that bills have been passed in 19 states restricting voting rights and allowing results to be overturned by those states? And/or that no federal protections have been extended to ensure free and fair elections?
4. Voting rights, which were last secured by President Bush in 2006 are now at risk in 2022 because Congress has failed to pass legislation to ensure free and fair elections. Are you worried that our system of one person – one vote puts our democracy at risk?
5. Does this belief undermine your confidence in voting or participating?
6. Do you believe our government would be more effective if more people voted and stayed involved?
7. Could anything restore your belief in our system of democracy?
8. A lot of state governments are trying to restrict access to voting. Do you think that is wrong?
9. Who do you think restricted access to voting most affects?
10. Do you think mail in voting is safe?

WEAK LAW ENFORCEMENT OR NOT ENOUGH POLICE

1. Have your experiences with law enforcement been largely positive?
 - a. Do you think that experience is different for people of different identities?
 - b. How so?
2. Do you think there are ways we could improve policing?
 - a. What would you suggest?
3. In your view, what about our policing system works best?
4. Do you think law enforcement is in a stronger or weaker position today, and why do you say that?
5. Do you think that added investments in services that address the underlying causes of violence (*like mental health, domestic violence,*

homelessness, addiction) would help make our policing systems more effective or efficient?

6. What do you think should be our greatest policing priorities?
7. Do you think that private citizens are better at protecting people than the police are?

RIGHTS AT RISK TOPICS

FREE SPEECH (1ST AMENDMENT)

1. Do you think it crosses a line when free speech threatens harm or injury to another person?
2. What kind of things do you think fall under freedom of speech?
3. What kinds of things are not protected by free speech, in your opinion?
4. Do you think the use of violence negates freedom of speech?

GUN RIGHTS (2ND AMENDMENT)

1. Why are gun rights important to you? I'd love to learn more about how and why you feel that way.
2. Do you have any ideas about how we could address gun violence?
3. Are you worried about the prevalence of school shootings?
 - a. What do you think we should do to make sure our kids are safe in schools?
4. Do you think that assault rifles and bump stocks should be restricted?
 - a. If so, what would those restrictions be?
5. Do you think background checks are important? Why/Why not?
6. Do you think that investing in mental health services would make a difference?
7. How do you think we could best address rising gun violence in our country?

INDIVIDUAL LIBERTY (OTHER THAN COVID OR VACCINES)

1. What about self reliance is important to you? Have you had experiences that have reinforced that for you?
2. Do you think that ultimately we have to be out for ourselves if we hope to get ahead?
3. Are there ways that you have relied on your family, friends or your community for support? Can you tell me more about that?

- a. Do you think that if we all supported each other we would be better off?
4. What needs to change so that people don't need outside support ?
5. If you think back on your life, were there any moments of good luck or bad luck that you had no control over?
6. Do you think we're partly responsible for caring for others and contributing to our communities?
7. How did you come to feel that way?
8. What obstacles have you had to overcome that were the most meaningful to you?
9. Compared to the average person, do you think it's been easier or harder for you to make your way in the world? And why do you feel that way?
10. Do you know someone who had the chance to be as successful as you, but didn't make it as far? What do you think got in the way?
11. Are there any barriers you've faced in your life that had to do with your association with an identity or group? a group you belonged to, or to one that defines your identity?
12. How do you like to contribute or give back to your community?

INDIVIDUAL LIBERTY-COVID MANDATES

1. Do you think it is our responsibility to help and protect each other, especially those who are most vulnerable? Why/ Why not?
2. Do you think that, as a society, we have a responsibility to try and keep each other safe?
3. Can you explain why not having to wear a mask is important to you?
4. What bothers you about mask wearers?
5. How can we protect other people while making sure that we still protect our own rights?
6. Do you ever wear a mask by choice, and if you do, can you tell me when and why?
7. Do you think there are limits to individual liberty? If so, what are they?
8. Do you think that one's personal liberty supersedes the safety and security of another person?
 - a. Can you think of some examples where there should be limits to exercising one's personal liberties?
9. Do you see the government as an important system of the people that we all contribute to? Or do you see the government as separate from your interests?

- a. Was there a time that you felt differently about that? What changed?
 - b. How do you see that playing out?
 - c. Are there certain roles our government plays that you think are important that we contribute to?
10. Would you characterize yourself as a person who vigorously supports their country and is prepared to defend it against enemies or detractors?
- a. Who would you characterize as an enemy or detractor?
 - b. Have you always had that view or has that changed over the years? What influenced you to think of this differently?
11. Do you think the government should play a role in protecting our health and safety?
12. Should the government be able to mandate whether or not businesses stay open during the pandemic? How were you personally affected?
13. Can you think of a situation where you benefitted from our government?
14. Will you get the vaccine when you get the opportunity?
15. Do you feel that way about all vaccines, or just the COVID-19 vaccines?
16. Do you feel that way about all the COVID-19 vaccines, or are there some that you might consider?
17. What worries you most about the COVID-19 vaccines?
18. When did you first come to that point of view? What causes your distrust?
19. Do you think any vaccines should ever be mandated?
20. Do you think that mandatory vaccinations required for travel help protect us from viruses that are prevalent in other countries?
21. Does your concern over protecting individual liberty affect decisions you make in your life like where you choose to live?
22. What would you say is the greatest medical breakthrough of our time?
23. Are there any ways you have benefited from science?

PRO-LIFE OR ANTI-ABORTION

1. Can you say why you consider yourself pro-life and what that means to you?
2. I understand this is important to you. I wonder if you think the government should interfere with medical matters or do you think decisions are best made between doctors, patients, and their families?

3. Are there other areas that you think the government should play a role in other medical matters or is your position strictly in regard to abortions?
4. Are there should be exceptions if a woman's health is in jeopardy or if she is the victim of rape or incest?
5. Do you believe parenthood should be a choice?
6. Do you think that if the Supreme Court reverses Roe v. Wade the number of abortions in the US will decrease?
 - a. What makes you think that?
7. Do you think that if abortions were illegal it would lead to more unwanted pregnancies and births?
8. What do you think our laws on abortion should be?
9. To prevent unwanted pregnancies, do you think that we should invest in providing birth control and/or sex education?
10. I'm curious, do you think we are doing enough as a country to support children to ensure their health and wellbeing?
11. What do you think we could be doing better? What would your top priorities be?

RELIGIOUS FREEDOM

1. Do you think religious freedom should extend to businesses?
2. Have you studied religions other than your own?
3. How does your faith affect your views of your fellow Americans?
4. How does your faith affect your political views? Can you give an example?
5. Have you ever felt marginalized because of your faith or your religious views? Can you tell me more about that experience?
6. How do you think we could bridge the gap between morals and politics?
7. Do you believe in religious freedom? Do you think every religion should be valued the same under the laws?
8. Do you think there are religious groups that are particularly vulnerable today?
9. Are you concerned about growing anti-semitism and the rise of violence targeting Jewish people?
10. Are you concerned about anti-Muslim sentiment and the rise of violence targeting them?

11. What do you think it would take for us to come together on our shared values and having each other's best interests in mind?
12. Is there anything else you can share with me to help me better understand?

OTHER RIGHTS AT RISK

1. What about the right to assemble - do you think that is at risk? And if so, what would be an example?
2. Are you concerned that censoring information or banning books infringes on freedom of speech?
3. Do you think political violence is ever acceptable?

PAIN POINTS TOPICS

1. Can you tell me more about your [concern, worry or struggle] with [economy, healthcare, housing, climate, food insecurity, etc.]
2. I hear you. So many people are struggling and suffering. Why do you think that is?
3. One of the reasons I'm volunteering is because [] is really personal to me because of [the economy, healthcare, etc.] *Share a glimpse of your story.*
4. Do you think issues like these could unite us so we get the changes we need for you and me, for everyone?
5. Is there anything else you can share with me to help me better understand?
6. One of the reasons I'm volunteering is because [] is really personal to me because of [economy, healthcare.] *Share a glimpse of your story.*
7. Do you think issues like these could unite us so we get the changes we need for you and me, for everyone
8. Is there anything else you can share with me to help me better understand?

CHILD CARE OR FAMILY AND MEDICAL LEAVE

1. Do you think that it is important to invest in child care and pre-K to address widespread challenges with access, affordability, and quality in early learning? Why/Why not?
2. Do you think that it is important to invest in child nutrition programs to ensure that low income children not only receive free or reduced-price school

meals during the school year but also add summer grocery benefits to reduce their higher levels of food hardship while school is out?

3. Do you think it is important to preserve the child tax credit? Why or Why not?
4. The US is the only wealthy country that doesn't provide sick leave, family and medical paid leave to its citizens, do you think our government should pass legislation to provide these securities and stability for new families, those severely ill and injured or suffering serious health conditions? Why/Why not?

CLIMATE CHANGE IMPACTS

1. I'd love to learn more about how climate change has impacted you and your community.
2. Have you seen the weather change in your town? If so, how?
 - a. Is this having a negative impact for you or your community?
 - b. Are you concerned about the extreme weather events that are happening more frequently?
 - c. What are your biggest concerns?
3. Are you worried about industrial pollution, which is the leading cause of climate change primarily because of chemical wastes, pesticides, and radioactive materials?
4. Do you live near industrial complexes? If so, I would be really interested to hear how this has impacted you, your family and community.
5. Do you think the US has an obligation to place regulations on big industries and corporations that are contributing the most to our climate crisis?
6. Do you think that Big Agriculture taking over small farms is a problem for the climate?
7. Do you think that investments in our environment could create millions of green jobs?
 - a. Why/Why Not
8. Do you think that communities are impacted differently by climate effects based on social factors and place? And if so, how?
9. Do you think addressing the climate is a moral issue? Why/Why not?

ECONOMIC OR FINANCIAL STRUGGLE

1. What would you say are the biggest obstacles that stand between you and living the life you dream of?

2. Has the pandemic made your personal finances more precarious?

FOOD INSECURITY

1. Have you ever gone without, or had to ration food between paychecks?
2. Has the pandemic made it more difficult to provide for your family?
3. Do you think it makes sense for schools to provide free meals for children who need them?

HEALTHCARE

1. Do you think that everyone should have access to quality, affordable healthcare?
2. Do you have a personal story or know someone who couldn't get the healthcare they needed?
3. Are there ever times that you don't seek medical care or skip prescriptions because of the costs?
4. Do you think that healthcare should ever be determined by someone's wealth?
5. Do you think that our government should regulate pharmaceutical companies so they can't charge whatever they want for medications?
6. We talk about healthcare, but often we are really talking about insurance companies. Do you think that our government has a responsibility to regulate what insurance companies can charge?
7. Do you think that our government should be able to negotiate prescription costs and limit what pharmaceutical companies can charge?
8. Do you think that everyone in America should have access to affordable, quality healthcare?
 - a. Do you think that if we did in the long run we would save money?
 - b. Do you think that preventative care would offset the costs of catastrophic care and medical bankruptcies?
9. Do you support Medicare for All? Why or why not?
10. Do you support a public option? Why or why not?
11. What do you think is the best way for the government to ensure that everyone has affordable healthcare?

HOUSING INSECURITY

1. What are the biggest factors that have caused housing to become unaffordable?

2. Do you think the government should regulate how much landlords can charge for rent?
3. Has your earning power kept pace with rising home and housing costs?
4. Has the pandemic contributed to your fears about housing?
5. Are you worried about rising homelessness in America?
6. Do you think rising housing costs are causing people to move to rural areas or other states?

JOB LOSS OR LOW WAGES

1. Do you support a phased-in increase of the minimum wage? Why or why not?
2. Have you lost a job or income as a result of the pandemic? Has it happened to anyone you know?
3. Why do you think some people are choosing not to return to their jobs?
4. What do you think the government should do to create jobs?
5. Do you know of good paying jobs that people could get if they wanted to?
6. Do you think that unemployment is an important government program?
7. Do you think it's fair that big corporations that can afford to pay a liveable wage but don't should have their low wages subsidized by government assistance programs?
8. Does your job provide you the income you need to meet your basic needs?
 - a. If not, what gets left out?
 - b. If yes, does it provide you the ability to save for the future or other priorities?

RISING CRIME

1. Do you think that private, for-profit industries should be allowed to operate our prisons?
2. Do you think it's right for states to apply interest rates to restitution fees?
3. Do you think that marijuana should be legalized?
4. Do you think that police brutality is a problem?
5. Do you think that racism in policing is a problem?
6. Do you think racism is a problem in our court systems?
7. Are you concerned about the rising hate crimes in America?

STUDENT DEBT OR LOAN CANCELLATION

1. Do you think that every child who graduates high school should be able to obtain a higher education at a public university, no matter what their parents financial status and without incurring crushing debt?
2. Tuition has increased over the past decade by an average of 39% and fewer Americans can get a degree without going into significant debt, especially those who come from low and middle income families. Are you concerned that wealth will change who can get a good job?
3. Should we help people who have to drop out of college because they can no longer afford tuition? What are your thoughts on that?
4. Are you concerned that other countries might have more skilled labor than ours does?
5. Economists warn that rising student loan debt could lead to “the housing bubble that precipitated the 2007-2009 recession” and a subsequent economic downturn. Are you concerned about this?
6. Do you think that the government should cancel student debt of 50K per borrower in order to stimulate the economy?

VOTER DISENFRANCHISEMENT

1. Why do you think so many efforts are being made to restrict voter access?
2. Are there certain groups of people you think will be most impacted by restricted voting access? Who? What do you think about that?
3. Are you concerned about increasing access to voting? Why or why not?
4. Do you think that everyone should have a vote and that process should expand so that no one is excluded?
5. Are you concerned that states are passing bills to restrict voter access, and interfere with the certification of those votes if they disagree with the outcomes of elections?
6. Do you live in a state that has passed bills to restrict your voting access?
 - a. How will this affect your ability to cast your vote this year?
 - b. Are you worried that if you do cast your vote that it might be overturned by the state?

SOURCE TOPICS - SUGGESTED RESPONSES

MEDIA, NEWS, AND DATA SOURCE TOPICS

1. What's your favorite source of information?
 - a. Can you tell me how [source] represents your views and beliefs?
 - b. Who do you follow on [source] that represents your views and beliefs?
2. How do you define mainstream or liberal media?
3. What about the mainstream or liberal media contradicts your views?
4. How do you define conservative media?
5. What about the conservative media contradicts your views and beliefs?
6. How did you discover [source]?
7. How did you get introduced to [source]? What about it appealed to you or kept your interest?
8. When did you first start trusting [source], and why did it feel right for you?
9. How did it feel to find a community of people who also trust [media]?
10. Are there ways that the information you get from [source] influences aspects of your life?
11. Does [source] help you feel connected to a community of like-minded people?
 - a. Is that important to you? Why/Why not?
12. Does this source help you take collective action with a group?
 - a. Is there an example you can share?
13. Who else would you recommend [source] to?
14. How did [source] earn your recommendation?
15. What sources would you recommend to me? Can you say why you'd recommend it?
16. When did you first read this book or document, and why did you like it?
 - a. How did you hear about it?
 - b. How did you find it?
17. Where did you first hear about [source]?
18. What government sites do you trust?
19. What alternative sources of information do you trust? How do you define "alternative"?
20. Where do you go to find sources that you find reliable and trustworthy?

21. Are there any government agencies or sources that you particularly distrust?
 - a. What made you distrust them?
22. Are there articles or websites you like you can send me that I could check out?
23. How often would you say you check the news?
 - a. If you need clarification: Every day? Couple times a week? Couple times a month? Rarely ever? often?

SOCIAL GROUPS TOPICS

1. What organizations or groups in your community do you enjoy spending time with?
2. Does this group provide you a sense of belonging?
3. What is most important to you about belonging to this group?
4. How did you discover [group], and what about it appealed to you?
5. When did you first start trusting people in [group], and why did it feel right for you?
6. Does [group] help you feel connected to a community of like-minded people?
 - a. Is that important to you? Why/Why not?
7. How did it feel to find a community of people who shared the same views and beliefs?
8. Are there ways that the information you get from [group] influences aspects of your life?
9. What programs or publications have you learned from the most over the years?
10. How do you most often interact with your family/friends/neighbors? Is it in person and on the phone, or mostly shared online?

IDENTITY TOPICS - SUGGESTED RESPONSES

POLITICAL IDENTITY SUGGESTED RESPONSES

1. How would you characterize your political affiliation?
2. What experiences would you say influenced your political beliefs?
3. When would you say you first described yourself that way?
4. Why do you think that identifying as a [insert identity here] is so important to you right now?

5. What about (that party/association) speaks more to your values and beliefs?
6. How do you see (that party/association) being for you, your family and community?
7. How did it feel when you first found a community that identifies the same way?
8. Do you think (that party/association) could better represent your values and interests?
9. How did you first get involved with (this group)?
10. How does (this group) improve your life?
11. How do you connect with members of (this group)?
12. It sounds like (this group) means a lot to you. What does it mean to you to be part of (this group)?
13. What do you get out of being part of (this group)?
14. Who are the other people in this group? Why do you think people join this group?

ALIENATED FROM POLITICS

1. If you don't feel like you identify with either party is there an association or group that better aligns with your values and beliefs and provides you a sense of belonging?
 - a. What about (that party/association) speaks more to your values and beliefs?
 - b. How do you see (that party/association) being for you, your family and community?
 - c. Do you think (that party/association) could better represent your values and interests?
 - d. How did you first get involved with (this group)?
 - e. How does (this group) improve your life?
 - f. How do you connect with members of (this group)?
 - g. It sounds like (this group) means a lot to you.
 - h. What does it mean to you to be part of (this group)?
 - i. What do you get out of being part of (this group)?
 - j. Who are the other people in this group? Why do you think people join (this group)?
2. Why do you think people go into public service? What motivates them?

- a. Do you think those motivations are different today than they used to be?
 - b. What do you think has caused that?
3. What's the worst thing about political parties?
4. How did you come to feel that way about political parties?
5. How would you characterize the Republican or Democratic party today?
 - a. What about it is most in line with your values?
 - b. What about it is least in line with your values?
6. Can political parties be fixed? What would it take?

REPUBLICAN

1. Both political parties are experiencing internal divisions. When you say you identify most with the Republican party, I'm curious if you align more with Trump or the moderate and conservative traditions of the party?
2. What about the Republican party most speaks to your beliefs and values?
3. Are there specific aspects of their platform that best represent you?
4. Do you think US democracy is at risk?
 - a. Are there specific things that lead you to believe that?
5. Do you think our country is on the right track?
 - a. Are there specific things that lead you to believe that?

TRUMP OR MAGA

1. What originally drew you to Trump?
 - a. Was there something he said or promised that appealed to you?
2. What were the biggest advantages you received under the Trump administration?
3. Is there anything about Trump that bothered you?
 - a. Were you troubled by some of the language he used? Why/Why not?
4. The Republican party has largely shifted to align with former President Trump. How do you feel about that?
5. Are you hoping that Trump will run for president again?
6. What do you think it will take to "Make America Great Again"?
7. Is America as a whole better off now, or when you were growing up? And can you say why?

8. Where do you think America has lost ground in the last generation or so?

NEW CIVIL WAR

1. There are a lot of people who are concerned about increasing political violence. I wonder if you agree that increasing political violence is necessary and imminent?
2. I'm curious, how do you see a new civil war playing out and what do you think the result would be?
 - a. **Potential Reply from Contact:** Take control of our government
 - i. Thanks for talking with me. I'm curious if that were to happen, do you think we should replace our current system?
 - b. **Potential Reply from Contact:** Create a new one
 - i. What would that look like and how would it operate?
 - c. **Potential Reply from Contact:** Keep the one we have
 - i. What would need to change or be different going forward?

INDIVIDUAL IDENTITY SUGGESTED RESPONSES

1. What experiences would you say define you at your core?
2. When would you say you first described yourself that way?
3. How did it feel when you first found a community that identifies the same way?
4. Why do you think that identifying as a [insert identity here] is so important to you right now?

GROUP ASSOCIATION SUGGESTED RESPONSES

1. Do you or anyone close to you have a background in law enforcement? And if so, how do you think that experience shapes your political views, or does it?
2. Do you or does anyone close to you have a background in the military? And if so, how do you think that experience shapes your political views, or does it?
3. What ways have you found to provide mutual aid to those in your community? How did mutual aid become important to you?

4. Does your religious affiliation influence your life? What are the biggest benefits you get from that relationship?
5. Are there organizations or groups you belong to that make a difference in your life? What brings you a sense of community and belonging?

MILITARY ASSOCIATION

1. I'm curious how your military experience has influenced your political beliefs?
2. Given your experience of service, I wonder how you think our country is best served by its citizens?
3. Given the state of our country today, I wonder if you believe our greatest threats are coming from outside the US or on American soil?
4. I'm curious - given your military experience, do you believe America is in a better or worse place today?
5. Recently several retired military generals have warned of rank-and-file soldiers and officers sympathizing with anti-democratic views, concerned that some within the military might defy their oaths to defend the Constitution of the United States if they don't agree with election outcomes. I wonder what you think about this given your history of service.
6. I'm curious, what initially led you to the military? Is that the same thing that kept you there?
7. **[FORMER MILITARY]** Thank you for your service. I wonder now that you're retired, are there other associations or groups that provide you a sense of belonging?

APPENDIX - GETTING STARTED WITH SPOKE

If you need any help with Spoke, ask the United Vision Team or watch the How-to Videos available on the United Vision Project Resource Hub. Follow these steps to set up your Spoke account and start texting!

1. Click this link to join Spoke: <https://ppls.ac/joinuvpspoke>
2. On the screen that says **Spoke Rewired is requesting permission to access the People's Action Network Slack workspace** click Allow.
3. You should arrive at our Spoke Home screen that says **(C3) United Vision for Idaho - Texting** in the top left corner and a "No texts available right now" message in the top center.
4. Once you see the Home screen, the United Vision Team will approve your account as soon as possible.
5. Once approved, refresh the Home screen until "Ready to text?" appears.
6. Confirm the dropdown says "United Vision Project: 100 Initials".
7. In the "Count" field, enter 100 then click "Request more texts".
 - a. We recommend sending 100-200 initial texts per hour to start. Your assignment can be reduced if needed, but note it will limit the number of replies you receive to start a real conversation.
8. Once your assignment request has been approved, a new section for the United Vision Project will appear on the Home screen.
9. Click **SEND FIRST TEXTS** to get started!
10. Send each initial text by clicking the green **SEND** button in the bottom left or clicking the enter key on your keyboard.
 - a. There are no edits to be made to the initial text sent to each contact, their name will be pre-populated for you.
 - b. You should send out all 100 of your initial texts before starting to handle replies from a contact.
11. After sending all initial texts from your assignment, you will be returned to the Home screen. Now it's time to wait for replies!

RESPONDING ON SPOKE

As replies come in from each contact, a SEND REPLIES button will appear on the Spoke Home screen in the United Vision Project section. To start your response, click the SEND REPLIES button to open the Conversation screen.

Most responses you send will be written by you, but some have been scripted with a standard response to common replies from a contact. To send a response, type your message in the box at the bottom of the Spoke Conversation Page that says **Your Message** then hit the **SEND** button.

Canned responses are scripted responses to common replies from a contact like *How did you get this number? or Who are you?* To send a canned response, select the **CANNED RESPONSES** button at the bottom of the Conversation screen to view all available canned responses, then select the appropriate option for your response.

General tags are similar to canned responses. They are used to generate a scripted response, and additionally capture specific data about the contact. To send a General tag response, select the MANAGE TAGS button at the bottom of the Conversation screen, then select the appropriate option from the dropdown menu that appears.

GENERAL TAGS

General tags are for specific replies you may receive. These will generate an automated response message for you to send once the tag is saved. Please read below for additional details and guidance about each.

ARC - General: Wrong Number

If the contact indicates we have the wrong number or they aren't the person named in the text, apply this tag and send this automated response message:

I'm sorry we have the wrong number, I've noted that in our records. If you still live in {State}, would you be interested in having a conversation with me today?

ARC - General: Moved

If the contact indicates they have moved out of the state, apply this tag and send this automated response message:

Thank you for letting us know, I've noted that in our records. Take care!

ARC - General: Deceased

In order to remove the number from our lists but also be considerate of their loss, please copy the text below then hit the Opt Out button and paste this response before hitting Send.

I'm so sorry for your loss. This number will be taken off our list. Take care.

Escalate Conversation

If a contact responds with any reference to them participating or knowing of planned violent action, apply this tag. This is **especially important** if someone has threatened specific violent action they are planning on taking and have been explicit about the details of carrying that out.

Otherwise, the Escalate Conversation tag is reserved to transfer your conversation to a member of the United Vision Team. If you feel that your conversation needs to be escalated, please first post to the [#united-vision-texting](#) channel and a member of the team will respond.

Please do **not** apply this tag or respond to the contact until additional direction is provided. Select the **NEXT >** button to move on to your next active conversation.

CANNED RESPONSES

Canned Responses are available in Spoke to help you to quickly answer common questions without having to type it out yourself each time. All you have to do is select the response you need, then hit send!

How did you get this number?

We are using lists from publicly available voter databases and our local network of contacts. Are you open to texting with me?

I'm driving!

Got it. Be safe! Just reply whenever you're not driving.

Person doesn't have time to talk

Understood, just respond later if you have time to chat. Thanks!

Person doesn't want to talk

Understood. Thank you for your time, have a good day and take care!

Person sent a video or image

I'm sorry, I'm not able to receive images or videos. Would you mind explaining in words?

Person threatens self-harm or expresses other mental health issues

It sounds like you are having a difficult time right now. If you are having thoughts of harming yourself, or you need some emotional support, please call the trained crisis workers at the National Suicide Prevention Lifeline at 1-800-273-8255. The call is free, confidential, and you can call any time. You can also chat with them at <https://suicidepreventionlifeline.org/chat> - the Lifeline is there for everyone.

Question about out-of-area number

We text from a system that does not use our own number in order to protect our anonymity but that may not have a local area code. I also cannot see your direct number, only your first name. Are you still open to chatting with me?

Question about political party support

We are a nonpartisan group, in that we do not contribute to parties or candidates.

Unhandled Reply Intro

Sorry for the delay getting back to you, this is {texterFirstName} now, another volunteer.

Wants more information about the United Vision Project

You can learn more about the United Vision Project and our partners at our website <http://www.unitedvisionproject.org>

What are you doing with the data you're collecting?

We're keeping track of the issues that are most important to people in [Insert State]. We protect your anonymity when collecting data. Are you open to texting with me?

Who are you? What is the United Vision Project?

The United Vision Project is a collaboration of partners across the country reaching out to people to find out what they believe and how they feel in hopes to find common ground and help us all work together.

Question about Funding

The United Vision Project is a partnership of non-profit organizations who are committed to building a pro-democracy movement. Funding comes from individual donations and grant funding awarded to each partner group to support our outreach efforts, which are all publicly available. Partners are listed on our website at <https://unitedvisionproject.org>

TEXTING FAQs

How many initial texts should I send?

Generally speaking, 200-300 is a great number to get started. That should generate enough replies to get the conversation going with a few people. Remember that our outreach and our approach is radically different, but texting is still a numbers game. Most people will not respond to the prompt of our initial text, but that's ok - focus on having an authentic relational conversation with those that do!

How do I know when to end a conversation?

Based on the conversations we've had with this program in the past, just over 50% of conversations last about one (1) day, but as you build your listening and conversation skills they will carry on much longer. Some texters have been able to continue chatting for a week or two, so keep up the practice and we'll all be holding more deep and meaningful conversations!

Remember - someone that responds with viewpoints that are not particularly oppositional would be a potential current supporter. We should aim to thank them for their time and close those conversations as soon as possible.

What do I say if a contact asks about my personal beliefs?

Our expectation for UVP team members is to be honest with contacts - as well as each other - about personal beliefs, values, and motivations. The goal of our outreach, however, is to learn about our contacts' beliefs and views, and that should always be centered in our conversations.

Our personal beliefs and views should never be shared without a direct request from a contact. We should remember that our objective for this phase of our outreach is info-gathering, not persuasion; and restrain, if not refrain from, the practice of sharing our personal thoughts and feelings. When we do, we want to:

- Facilitate rapport with our contacts, not persuade them
- Redirect the conversation back to the contacts' POV

Can I share information or resources to refute a conspiracy theory, news story, or news source?

In a word - no. We are not engaging in any kind of persuasion via text message, our goal is to have an authentic relational conversation.

If a contact specifically requests sourcing information, you can suggest helpful search engine terms or direct sourcing (i.e. websites, not articles) from a reliable, reputable source if necessary.

What happens if someone replies and I don't respond?

Replies to your conversation will be available for 48 hours. After that, they will be reassigned to another texter. If for any reason you feel you won't be available during that time, you can also re-assign your replies after you've sent your initial texts by clicking the "Reassign My Replies" button at the bottom of your Spoke home screen.

What do I do if a contact is abusive, hostile, or threatening?

If you feel personally threatened, abused, attacked, or assaulted by a contact follow these steps:

- Refrain from continuing the conversation on Spoke - do not respond or escalate the conversation yet.
- Ask for help in the [#united-vision-texting](#) Slack channel and someone from the Mod & Support Team or Lead Team will connect with you.
- Follow the guidance offered by the Support or Lead Team member.
- Until you receive guidance, you may move to your next conversation by using the NEXT button at the bottom of the Spoke Conversation screen.

VERSION HISTORY

Version 1.0 - Published 2023-02-16
Initial Document

Version 2.0 - Published 2023-03-06
Added the following sections:
SOME FUNDAMENTALS
ARC & ARO
ECHO CHAMBERS
GOALS OF A CONVERSATION
TONE
GROUNDING IN THE HUMAN ELEMENT
UNDERSTANDING DOES NOT MEAN AGREEMENT
WHAT IS LISTENING?
HANDLING OPPOSITION
LISTENING CHALLENGES
BUILDING RAPPORT
DEVELOPING OUR LISTENING SKILLS
THE 3 C'S OF SELF-CARE
TO SUM IT UP
TEXTING FAQs