

Discussions

Preparation

- Be clear about the purpose of the discussion.
- Know who else is going to be there – and why.
- Think about what you want to say and need to find out.

Making contributions

- Take your turn – it's important that everyone has a chance to speak if they want to.
- Keep what you say short – stop talking when you've said enough.
- Don't interrupt people – wait until they finish speaking.
- Stick to the point.

Listening

- Concentrate on what others say.
- Show that you are listening by looking at them.
- Avoid looking distracted.
- Be ready to ask questions to get more information or to make suggestions.

Moving discussion forward

- Summarise where you've got to and check that everyone has understood.
- Suggest ways forward or for someone to do something after the discussion.
- Remind people when you have spent enough time on a topic and need to move on.