

# **Communication skills through Dialogues**

## **What is Dialogue?**

Dialogue is a communication tool that allows people to understand other viewpoints without pitting themselves against different perspectives. In dialogue, there is no defending of opinions, and no counterpoints. Instead, you let someone talk and present their viewpoint. You let them finish their idea without interrupting or asking questions. You listen to understand, not to defend your own point of view. Your goal is to get in their head, and understand their perspective, not to prove they're wrong and you're right. When it's your turn, you talk and are allowed to finish your thoughts. And here's the key: when you give your viewpoint, you don't give your viewpoint relative to theirs. Dialogue is not a back and forth discussion, not a debate or rebuttal. It's a chance to frame a problem collectively by both independently voicing your perspectives on an issue.

## **Definition of Dialogue?**

In very simple terms a dialogue is a conversation between two or more people.”

## **Characteristics of dialogue**

- Dialogue is a conversation with a purpose.
- It is a civilized operation
- Democratic
- Constructive act

## **When should dialogue be used?**

Dialogue should be used when, two parties have framed an issue differently. When individuals or groups have different perspectives and see issues differently, dialogue can be employed as a effective communication tool to help the parties understand each other's point of view. Only from this common understanding can change and resolution grow.

## **What does dialogue do?**

Dialogue brings people together who would not naturally sit down together and talk about important issues. It is a process to successfully relate to people who are

different from you. Their differences can include gender, religion, work departments, cultures, ethnicity, race, sexual orientation, or age.