



**Open and honest communication  
(a.k.a communicating ethically)**

<b>DO</b>	<b>DON'T</b>
Reject gossip.	Don't spread rumors before you investigate the facts.
Reject negative talking about others and/or the association.	Don't speak negatively about others and/or the association.
Be clear about what you need.	Don't be vague in your communications.
Ask permission before sharing someone's personal information or story.	Don't tell other people's stories. Just because they told you does not mean you can tell others.
Double-check and ask for clarification.	Don't assume you understand exactly what the others are saying.
Pay attention to your non-verbal communication cues.	Don't ignore your non-verbal communication cues.
Be respectful even when others are not.	Don't jump right into a conversation gone awry and fuel the fire.
Take responsibility for your actions. Apologize when needed.	Don't avoid others when you know you have not communicated ethically.
Share important information with others.	Don't create in and out groups by being secretive and holding back information.
Include everyone in the conversation.	Don't assume that if others are not participating in the conversation that they don't have anything to say.
Include people with disabilities, who are hard of hearing, who are elderly, and those who speak English as a second language.	Don't exclude others who are different than you in the conversation.
Listen for what others are trying to say. Shut off the voice inside of your head which is preparing your next statement.	Don't prepare what you are going to say while the other person is still speaking.
Speak respectfully to others.	Don't use inappropriate language.
If you have something to say to another person, say it directly to him or her.	Don't talk behind someone's back.

<b>DO</b>	<b>DON'T</b>
Watch your body language.	Don't ignore the importance of using positive body language cues.
Assume the other person is growing and learning too. We all make mistakes, so give others leeway when it's appropriate.	Don't assume that others are proficient communicators and close your mind to allowing mistakes.
Choose an appropriate setting and time for your discussion.	Don't think through the appropriate time and/or place for important conversations.
Avoid interrupting.	Don't blurt out your opinion; assume <i>you</i> are right and that your point is more valid than others'.