
When sharing your story:

- Trust your story to speak for itself (*avoid preambles or 'post-rambles'*)
- Agree that your story is a work-in-progress
- Consider your audience's ability to build understanding

When listening to a personal story:

- Be fully present and focus on the story.
- Avoid planning your response.
- Feel the story, hear beyond the words.
- Trust the story. Avoid asking questions while the person is speaking.
- Allow for a few moments of silence before the speaker begins and after the speaker is finished.

When Giving Feedback:

- Appreciate challenges the person experienced.
- Allow space for the person to express emotions about their experience.
- Focus on the aspects that stood out to you (e.g. an image, a sensation).
- Identify areas of intrigue, where the storyteller might choose to expand.
- Show respect for different experiences and perspectives, avoid comparisons.
- Highlight the person's strengths.
- Inquire about next steps and/or acknowledge action already taken.