

Table G.9 Phrasing feedback

Type	Do's	Don'ts
Use 'I' form	'I would like you to listen first to what member B has to say.'	'You should first listen to what member B has to say.'
Avoid 'must/should' form	'I would like you to listen first to what member B has to say.'	'You must first listen to what member B has to say.'
Avoid 'we' form	'I would like you to listen first to what member B has to say.'	'We think you should first listen to what member B has to say.'