

# **The Peace Booth at the North Carolina State Fair**

*Bringing the message of Peace to North Carolina fairgoers for over fifty years*

## **Helpful Hints for Volunteers**

### **Non-committal Ways To Let Others Know You Are Listening**

- I hear what you are saying....
- Sounds like.....
- I understand your point of view....
- I am glad to hear how you feel about.....
- So.....
- And you....
- Ummm.....

### **Behavior...**

- Keep eye contact.
- Don't shout back.
- Keep respectful distance.
- Keep hands in sight, with palms open or clasp hands in front of you.
- Talk slowly and in a quiet voice.

### **Ways To Finish The Conversation**

- There is lots to think about...
- Thank you for sharing your ideas/feelings with me....
- Your opinion is worthwhile....
- We all have something to add to the dialogue....
- Each of us has "a piece of the truth" ....

### **If Someone is Very Angry and Out of Control**

(One of the reasons we say 2 people should be in the booth at all times.)

- It's difficult to listen while you are shouting....
- Maybe you would like to write your comments and I will give them to our committee....