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| 1. Starting a conversation
 | Find something you have in common with the other person. Have some starting comments ready like “How are things going?”  |
| 1. Staying cool in an argument
 | Use your favourite body calming trick and then use optimistic thinking such as, “Don’t say anything that may ruin this friendship”. Don’t insult, yell or hit the other person. Try to negotiate a good outcome for both of you and remember how the other person might be feeling. |
| 1. Being positive
 | Be enthusiastic. Try to find good things in other people, not just your best friends and in the things that happen to you. Talk about these things.  |
| 1. Telling a story in an interesting way
 | Make sure the person you are talking to is interested in the story in the first place. Get to the point and don’t ramble on for ages. Look for signs that the other person may be bored. Try to imagine how your story might be making them feel.  |
| 1. Giving an honest opinion
 | Don’t try too hard to please others. Be yourself. First say what you agree with and then describe in a confident voice how you differ. Be respectful of the other person’s opinion. |
| 1. Cooperating well
 | Respect others’ opinions and share yours. Use “I…” statements, such as “I feel upset because…”. Don’t always expect to do things your way. Be fair and take your turn. Negotiate if disagreements happen.  |
| 1. Being a good listener
 | Listen carefully and don’t interrupt. Ask ‘tell me more’ questions that don’t require just a ‘Yes’ or ‘No’ answer. Be prepared to take your turn to talk as well. Try to imagine how the other person might be feeling (use empathy).  |
| 1. Not talking about others behind their back
 | Let people know directly if you are unhappy about something they have said or done. People often find out what you have said about them anyway. |
| 1. Not telling people off when they make a mistake
 | Respect that everyone makes mistakes sometimes. You are not so perfect that you can freely criticise others.  |