



DIALOGUE GUIDE

IMPROVE YOUR INTERPERSONAL COMMUNICATION
SKILLS WITH OUR DIALOGUE

GUIDE



DIALOGUE GUIDE

Conversation, listening, negotiation,
and resolution manual for the confined people

Author: Jose A. Concepción Guerra

DEDICATION

To my confined people: because knowing how to speak without destroying ourselves is a form of intelligence.

To every receiver with responsibility: because well-conducted dialogue prevents conflict and improves processes.

PROLOGUE

I write this Guide because I have seen how a poorly handled conversation can cost months, opportunities, and even safety. I have seen words said without control turn into reports, sanctions, delays, and unnecessary enemies. I have seen confusion born from one mistake: not knowing how to dialogue with purpose.

Dialogue, to me, is not speaking nicely or winning arguments. Dialogue is a tool to gain clarity, to resolve, to negotiate, to set boundaries with respect, and to build verifiable agreements. In here, conversation is power: it can be a bridge or it can be a spark. That is why I decided to master it the way it should be mastered: with structure, with technique, and with emotional discipline.

This Guide teaches me—and anyone who uses it—to dialogue with method: preparation, intention, language, listening, questions, tension management, closing, and follow-up. Everything ready to apply, without improvising.

HOW TO USE THIS GUIDE

1. One dialogue, one objective.
2. I listen to understand, not to attack.
3. I speak with facts and requests, not with accusations.
4. I control the tone: firm without humiliating.
5. I use questions to open, not to provoke.
6. I close with clear agreements or next steps.
7. If the matter is serious, I turn it into record.

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CHAPTER 1 — WHAT DIALOGUE IS AND WHAT IT IS NOT

Dialogue is a conversation with purpose. Its goal is not “to win,” but to achieve one of these three things:

1. Clarity (to understand and be understood)
2. Resolution (solution or improvement)
3. Agreement (steps, boundaries, commitments)

A DIALOGUE IS

- An orderly exchange
- A space for real listening
- An attempt at solution or coordination
- A conversation with respect and limits

A DIALOGUE IS NOT

- A monologue of anger
- A fight to humiliate
- An accusation without facts
- A verbal trap to “catch” the other
- A show for third parties

BASE RULE

If I leave the dialogue more confused than when I entered, the dialogue had no structure.

CHAPTER 2 — ELEMENTS OF EFFECTIVE DIALOGUE

I do not improvise dialogue. I prepare it with clear elements.

REQUIRED ELEMENTS

1. Objective (what I want to achieve)
2. Context (why we are talking about this)
3. Boundary (what I will not allow: disrespect, yelling, humiliation)
4. Central message
5. Concrete request (what I need to happen)
6. Key questions (to clarify)
7. Agreements or next steps

MY INNER PHRASE

“I am not here to fight, I am here to resolve.”

CHAPTER 3 — TONE, LANGUAGE, AND EMOTIONAL CONTROL

In here, tone decides the outcome. The same message, said with the right tone, produces respect; said with the wrong tone, produces collision.

I AVOID

- sarcasm
- insults
- threats
- “you always...” / “you never...”
- yelling to impose
- talking over the other person

I USE

- “I need...”
- “I understand...”
- “allow me to clarify...”

- “to avoid confusion...”
- “what I am requesting is...”
- “can we agree...?”
- “what is the exact procedure?”

CONTROL RULE

I cannot control the other person, but I can control my pace, my tone, and my intention.

CHAPTER 4 — TYPES OF DIALOGUE AND WHEN I USE EACH ONE

1. Informational dialogue: “I need to understand the procedure.”
2. Coordination dialogue: “we need to organize so this can move.”
3. Clarification dialogue: “there is confusion and it needs correction.”
4. Negotiation dialogue: “we are looking for a possible agreement.”
5. Mediation dialogue: “a neutral third party to lower tension.”
6. Boundary dialogue: “this is what I allow and what I do not.”
7. Repair dialogue: “resolve a wrong without escalating conflict.”
8. Disciplined dialogue: “speak firmly without provoking.”
9. Crisis dialogue: “calm, order, protect.”

CHAPTER 5 — MY 9-STEP METHOD

STEP 1: I define the objective

Example: “I want clarity on status and the next step.”

STEP 2: I define my central message

Example: “I am trying to comply with the procedure correctly.”

STEP 3: I define my request

Example: “I need you to tell me the channel and the response timeframe.”

STEP 4: I prepare 3 facts (if applicable)

Dates, actions taken, previous responses.

STEP 5: I prepare 3 key questions

Questions to clarify, not to attack.

STEP 6: I open with respect and purpose

“I am here to clarify and resolve this correctly.”

STEP 7: I listen and summarize

“What I understand from what you are telling me is...”

STEP 8: I close with an agreement or next step

Date, responsible party, what comes next.

STEP 9: I record it (if the matter requires it)

Log, written note, letter, or follow-up.

CHAPTER 6 — LISTENING, QUESTIONS, AND CLARITY

Listening is a technique, not decoration. I listen to capture the exact information.

THREE LEVELS OF LISTENING

1. Listening to content (what they said)
2. Listening to intention (why they said it)
3. Listening to procedure (what concrete action follows)

QUESTIONS THAT RAISE MY LEVEL (THEY DO NOT PROVOKE)

- “What is the exact procedure in this case?”
- “What document or evidence do you need to process it?”
- “What is the usual timeframe for a response?”
- “Who is the office or person responsible for the next step?”
- “What do I need to do so this can move correctly?”
- “Can we confirm what we agreed to in writing?”

TECHNIQUE: CLARITY SUMMARY

Before I leave, I repeat: “So the next step is _____ and it will be done by _____.”

CHAPTER 7 — TENSION MANAGEMENT, BOUNDARIES, AND RESPECT

When there is tension, I do not respond with tension. I slow the pace down and raise clarity.

GOLDEN RULE

I do not argue in heat. I cool things down with method.

THREE PHRASES TO SET A BOUNDARY WITHOUT FIGHTING

1. “I am willing to dialogue, but with respect.”
2. “For this to be resolved, we need to keep the correct tone.”
3. “If we raise the tone, we lose the purpose. I came to resolve.”

IF THE CONVERSATION BREAKS DOWN

I pause: “Let’s stop for a moment. My objective is clarity.”

If it cannot be done, I close with respect and move to the written route: letter/ follow-up.

CHAPTER 8 — CLOSING, AGREEMENTS, AND FOLLOW-UP

A dialogue without closure is a circle. I always close.

CORRECT CLOSURE (3 PARTS)

1. What was agreed (one line)
2. Who does what (responsible party)
3. By when (date or timeframe)

CLOSING EXAMPLE

“We agreed that _____. The responsible person/office is _____. The timeframe is _____.”

FOLLOW-UP

If it is not fulfilled, I do not get tangled in discussion: I document and follow up in writing.

CHAPTER 9 — ERRORS THAT BREAK DIALOGUE AND HOW I AVOID THEM

ERROR 1: Entering without an objective.

CORRECTION: objective.

ERROR 2: Speaking from ego or anger.

CORRECTION: neutral tone, facts, and request.

ERROR 3: Interrupting and competing.

CORRECTION: listen, summarize, ask.

ERROR 4: Accusing without basis.

CORRECTION: talk about facts, not intentions.

ERROR 5: Not closing with an agreement.

CORRECTION: “next step, responsible party, date.”

ERROR 6: Not recording serious matters.

CORRECTION: log and written note.

ERROR 7: Trying to solve everything in one conversation.

CORRECTION: solve what is possible and handle the rest in stages.

CHAPTER 10 — 30-DAY PLAN TO MASTER DIALOGUE

DAYS 1–3: objective + central message + request (training)

DAYS 4–7: listening practice and clarity summary (daily)

WEEK 2: key questions + basic negotiation

WEEK 3: tension management + boundaries with respect

WEEK 4: closing and follow-up (document agreements)

I dialogue to build clarity, not to build enemies. My respect is in my tone, and my firmness is in my structure. When I enter with an objective, listen with intelligence, speak with precision, and close with agreements, dialogue stops being a risk and becomes a tool.

APPENDIX A — READY SCRIPTS AND TEMPLATES

A1) DIALOGUE PREPARATION

1. Objective of the dialogue: _____
2. Central message: _____
3. Main request: _____
4. Secondary request (if applicable): _____
5. Three facts with dates:
 - // _____
 - // _____
 - // _____
6. Three key questions:
 - _____
 - _____
 - _____
7. Respect boundary (my rule): _____
8. Minimum acceptable outcome: _____

9. Next step if there is no solution: _____

10. How I will record it: _____

A2) OPENING SCRIPT (RESPECTFUL AND FIRM)

“Greetings. I requested this dialogue to clarify and resolve this matter correctly. My objective is _____. To avoid confusion, my central message is _____. What I am requesting today is _____. I am willing to listen and coordinate with respect.”

A3) CLARIFICATION SCRIPT (WHEN THERE IS CONFUSION)

“Allow me to clarify something so we are on the same page. What I understand is _____. What I need to confirm is _____. Can we specify the exact procedure and the next step?”

A4) NEGOTIATION SCRIPT

“I understand your position. Mine is this: _____. To resolve, I propose these options:

1.

Which option is viable according to the procedure?”

A5) BOUNDARIES SCRIPT

“I am willing to dialogue, but with respect. If the tone rises, the purpose is lost. I came to resolve. We can continue if we keep order and respect.”

A6) CLOSING SCRIPT (AGREEMENT + DATE)

“Perfect. To close: we agreed that _____. The responsible office/person is _____. The timeframe is _____. I will follow up in _____.”

A7) POST-DIALOGUE RECORD (FOR FILE, READY TO PASTE)

Date: // _____ Time: _____

Place/Area: _____

Who I spoke with (if applicable): _____

Objective: _____

What was discussed (brief summary): _____

Agreement/next step: _____

Responsible party: _____

Deadline/date: // _____

Signature (if applicable): _____

APPENDIX B — CONTROL AND ANALYSIS TABLES

B1) TABLE OF DIALOGUES COMPLETED

Date | Objective | With whom/Area | Result | Next step | Deadline | Met?

____ | ____ | ____ | ____ | ____ | ____ | Yes/No

B2) PROBLEM–REQUEST–AGREEMENT MATRIX

Problem: _____

Request: _____

Agreement: _____

Responsible party: _____

Date: // _____

B3) KEY QUESTION BANK

Procedure: “What is the exact procedure?”

Evidence: “What document do you need?”

Timeframe: “What is the response timeframe?”

Responsible: “Who handles the next step?”

Confirmation: “Can we confirm it in writing?”

APPENDIX C — CHECKLISTS

C1) BEFORE THE DIALOGUE

- Objective defined
- Central message defined
- Clear request
- Three facts with dates (if applicable)
- Three key questions
- Respect boundary decided
- Closing plan
- Recording method prepared

C2) DURING THE DIALOGUE

- Firm and neutral tone
- I did not interrupt
- I summarized what I heard
- I asked questions to clarify
- I did not accuse without basis
- I closed with an agreement or next step

C3) AFTER THE DIALOGUE

I recorded what happened

I saved key data (date, area, responsible party)

I defined the next step with timeframe

I prepared follow-up if applicable (letter/note)

I close this book with a simple truth: dialogue is not a luxury, it is a discipline. Here, where tension can become routine and misunderstanding turns into conflict, I learned that speaking without method can cost me more than staying silent; but speaking with structure can open paths that once seemed closed. That is why I do not dialogue to show off or to win arguments: I dialogue to gain clarity, to set boundaries with respect, to negotiate what is possible, to resolve what can be resolved, and to leave the next step defined when it cannot be resolved in the moment. When I enter a conversation with an objective, a central message, facts, and questions, my voice stops being impulsive and becomes a tool. When I listen without ego and close with agreements, my word becomes a bridge. And when there is no will to dialogue, I do not get lost in collision: I document, I follow up, and I continue with discipline. Because in the end, my strength is not in shouting; it is in holding my purpose with respect, precision, and control. That is the level I aim for: to be a person who knows how to speak without destroying, who knows how to listen without surrendering, and who knows how to close with order so that life, process, and coexistence can move.

I am not here to win arguments: I am here to win clarity; under the noise I put order, under tension I put truth—my voice is not fire to burn bridges, it is a key to open paths, and the respect I sustain is the power that keeps me firm without losing my destiny.

**LET'S GO PEOPLE!
LET IT BE CLEAR,
THIS IS A CRY FOR PEACE,
AND NOT FOR WAR,
THE PHILOSOPHY,
REMAINS ALIVE,
LET'S FOLLOW CARLOS'S PHILOSOPHY,
WE DON'T WANT HUGS WITH LIFE,
UNTIL OUR PEOPLE ARE FREE,
LET'S ALL UNITE,
IN A SINGLE LINE,
OF THOUGHT,
AND CONSCIOUSNESS,
TO COMBAT,
OUR GREATEST OPPRESSOR,
THE MONSTER,
WITH SEVEN HEADS,
AND IN MEMORY,
OF OUR SUPREME LEADER,
CARLOS TORRES MELÉNDEZ,
AND OTHER FALLEN BROTHERS,
IN THE STRUGGLE OF PAIN,
FIGHT,
SHARE,
AND LIVE IN HARMONY,
AS STIPULATED,
BY OUR PHILOSOPHY OF LIFE,
ASOCIACIÓN ÑETA,
ASOCIACIÓN ÑETA,
ASOCIACIÓN ÑETA.**

