



**Relationships become dysfunctional when people feel they have to 'shout' at each other in order to be understood.**

**Consultations are best seen as the way organisations, because of their size, have their conversations. By structuring your consultation in a way that means your residents feel they could get their views across and that you did understand what they said you won;t always please people - but they will be more likely to co-operate with you in the future!**