How have you been finding your mission to manage misinformation this week? Have you noticed any changes in the way you think when you read the news or talk to friends?

It can be hard to have a conversation with someone who is saying something false, yet believes what they are saying is correct. Some people can get defensive if told they are wrong or that they have made a mistake.

Here are some tried and tested ways to have positive conversations that are more likely to lead to someone changing their mind:

1. **Ask open questions** about why they think the information they are sharing is important: "Tell me more about why you shared this post on Facebook?"
2. **Acknowledge their worries and respond** so that they feel understood: "I understand that you are worried about COVID-19 and are looking for the right information to keep you safe."
3. **Praise them for their efforts. "**It's great that you are trying to share what you think you know with others to help keep them healthy too."
4. **Ask them if you can share some information with them** that explains what they have shared might not be helpful. "Can I provide you with some information, based on what you just told me?"
5. **Check if they understand** why it's important to be careful about misinformation. "Given what we just talked about, what do you think now about sharing rumours like these?"
6. **Summarie and describe the action they are committing to taking.** "It's great that you have decided to double check that the information is based on facts before you share it with others; this will really help you to keep yourself and your loved ones healthy."

Tips for talking to someone who is sharing misinformation about COVID-19 and promoting the facts:	
Do…	**Don't…**
… take a 'guiding' approach	… be argumentative
… establish trust	… try to tell the other person what to do
… explore the other person's doubts and interests	… ignore their worries and concerns
… take your time to reflect on what they say	… rush or forget to listen

We hope this helps!