

Listening:

Recapping Statements

- *“What you are saying is..”*
- *“Stop for a minute and let me summarize...”*
- *“From your point of view, you think...and feel...”*
- *“So you are feeling...because...”*

Validation Statements

- *“I understand how you could feel that way.”*
- *“I would probably feel the same way if I were in your situation.”*
- *“I see your tears, and I see how much this upsets you.”*
- *“It makes sense to me that you would feel...”*

Clarifying:

Apologizing must be sincere

Contrasting with a don't/do statement:

- *“I don't mean to question your intentions. I do want to clarify our decision-making process.”*
- Provides context and proportion.
- Useful for prevention or first aid.

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Speaking Clearly (STATE):

Share the facts first

- *“I noticed...”*

Tell your story

- *“Based on the facts, I am beginning to conclude...”*

Ask for the other’s paths

- *“What’s your perspective?”*

Talk Tentatively

- *“I was wondering...”*
- *“Perhaps you were unaware...”*
- *“In my opinion...”*

Encourage Testing

- *“Do you see it differently?”*
- *“What am I missing here?”*
- *“What if I’m wrong here?”*

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