|  |  |
| --- | --- |
| **EMPATHY****CLARIFYING****Questions**What does…look like for you?What do you mean by….?Would you tell me a little bit about…?**Statements**Tell me more about...Let’s talk about what happens when…Explain to me what you mean by…**PARAPHRASING**So, what I think I’m hearing is…Let me know if this sounds right…Let me make sure I understand…**SUMMARIZING**So, to pull things together…Let me just summarize what’s been said…Here is where we are in our process… | **EMPATHY****CLARIFYING****Questions**What does…look like for you?What do you mean by….?Would you tell me a little bit about…?**Statements**Tell me more about...Let’s talk about what happens when…Explain to me what you mean by…**PARAPHRASING**So, what I think I’m hearing is…Let me know if this sounds right…Let me make sure I understand…**SUMMARIZING**So, to pull things together…Let me just summarize what’s been said…Here is where we are in our process… |