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| **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… |