

## **EMPATHY**

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### **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...

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### **PARAPHRASING**

So, what I think I'm hearing is...

Let me know if this sounds right...

Let me make sure I understand...

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### **SUMMARIZING**

So, to pull things together...

Let me just summarize what's been said...

Here is where we are in our process...

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