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| Engaging Skills | Examples/Descriptions |
| **Ask the person for more information ~ seek to understand** | * Can you tell me more?
* Can you give me an example?
* Can you give me some background on this situation?
* What do you mean when you say \_\_\_?
* Help me understand what you disagree with… find frustrating…
* Help me understand how you came to that conclusion?
* What were you feeling when \_\_\_?
* What’s your perspective?
* What led you to that conclusion?
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| Paraphrase the person’s comments | * So, you’re saying that...
* So, you feel that...
* So, you think that…
* Are you saying that…
* So from your perspective…
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| **Explore their INTENT** | * Help me understand your intent when you…
* What had you wanted to communicate with your comment?
* What was your intended outcome?
* What is underneath your comment/question?
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| Note/PAN the person’s body language, tone, and comments | * I notice you had a reaction to what I just said...
* I don’t believe she was finished with her comment…
* I notice you just got very quiet...looked away…shook your head…
* I’m noticing your tone of voice…
* I’m noticing your body language…
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| **Explore the IMPACT on them** | * It seems my behavior had an impact on you...
* How did that impact you?
* What were you feeling when…
 |
| **Acknowledge and validate their points as much as possible** | * I hear that you feel...
* I can see that from your perspective you think…
* I’d probably feel \_\_\_\_, too...
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| **Explore possible solutions** | * What do you think we can do?
* What do you see as the next steps?
* One thought could be to…what do you think?
* Might it be possible to… I wonder if…
 |
| **State your desired outcome** | * This is what I suggest we do…
* I want to…I need…
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| **Summarize the dialogue** | * Summarize the dialogue without stating opinions or judging the dialogue.
* So, we’ve discussed...we agreed to…
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