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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? |
| 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… |
| **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? |
| 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… |
| **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... |
| **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… |
| **Summarize the dialogue** | * Summarize the dialogue without stating opinions or judging the dialogue. * So, we’ve discussed...we agreed to… |

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