

## explain your point of view

### DESCRIPTION/TIPS

- » Speak clearly, confidently, and succinctly.
- » Talk about the experience from your own perspective (“I heard/felt…”).
- » Avoid statements that make assumptions about others’ intentions (“You made a snide remark…”).
- » Stay positive, and focus on solutions.

## explain your point of view

### PROMPTS

- “Hey! Do you have a few minutes to talk about something?”
- “I’m sure you didn’t mean anything by this, but I felt \_\_\_\_ when you said \_\_\_\_.”
- “I can understand why you’d feel that way. From my point of view…”
- “I value your opinion. I agree/disagree because…”

## listen with intention

### DESCRIPTION/TIPS

- » Remove distractions (close your laptop, silence your phone, shut the door).
- » Focus on listening to what the person has to say, not what you’ll say in response.
- » Make sure your body language is welcoming and encourages the other person to speak.
- » Ask probing questions to show you value the other person’s perspective.

## listen with intention

### PROMPTS

- “You mentioned \_\_\_\_\_. Can you tell me more?”
- “I’m glad you’re bringing this up. Is it okay if I take notes to keep the details straight?”
- “What do you think the impact would be if…?”

## check for understanding

### DESCRIPTION/TIPS

- » Recognize that even the most articulate speakers can fumble their words or be misunderstood.
- » Ask the speaker to restate the issue or provide more details if you are unclear.
- » Paraphrase what you heard, and ask if your interpretation is correct.
- » Ask the listener to summarize their understanding of what you've said.

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## check for understanding

### PROMPTS

- “If I’m understanding you, you feel that...”
- “Could you explain that again? I was unclear about...”
- “Is there anything I can clarify?”
- “Would you mind summarizing what you heard me say, just so I make sure I was communicating clearly?”

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## plan next steps

### DESCRIPTION/TIPS

- » Determine if you have reached a solution. If you haven't, identify and confirm the next steps for reaching one.
- » Make specific plans with one another to follow up on progress.
- » Consider whether other people need to be involved to fully resolve the situation.

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## plan next steps

### PROMPTS

- “Let’s work together to come up with some action steps.”
- “What can we do in the short term to move to a solution?”
- “Let’s follow up on [date] to talk about progress.”
- “Let’s see if [person] might have some other ideas about this.”

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## express appreciation

### DESCRIPTION/TIPS

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- Thank the person for listening and sharing their thoughts.
- Recognize the time, effort, and courage that went into the conversation.
- Verbalize the value that came out of the conversation.

## express appreciation

### PROMPTS

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- “Thanks for taking the time to speak/listen to me.”
- “I’m really glad we talked about this.”
- “I appreciate that we’re working together to reach a solution.”
- “What you’ve shared today has really made me think. Thank you.”