**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.

**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.

**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.

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?”

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.

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.”
express appreciation

DESCRIPTION/TIPS

- 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.

PROMPTS

- “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.”