



HELPFUL QUESTIONS & COMMUNICATION TIPS

TELL ME

more about ...



I AM

not sure I
understand the
part about...

LET ME

make sure I
understand
correctly



WHAT WOULD

you like to see
happen here
today?



LET ME

summarize what
you just said

IT SOUNDS

like....



I'M

hearing...

WHAT WOULD

it look like if this
matter
was resolved?



HOW DID

you perceive
my intentions?

WOULD YOU

like me to explain
my intentions?



HOW CAN

we repair
our
relationship?

WHAT CAN

we do to build
trust again?

